

## GOODINGE GROUP PRACTICE – PATIENT GROUP MEETING

### Minutes

20 October 2011

Attendees: Dr Michael Sills (Chair), Malcolm Steele (Practice Manager), 5 patients.

	ITEM	
1	Introduction	Dr Sills welcomed all patients who had attended this first Patient Group Meeting, of which we would run 2 or 3 throughout the year. Dr Sills explained that though the Practice was incentivised to meet with their patients in this way the Partners of the practice were very keen to get their patient's views on the day to day matters concerning them. Dr Sills explained that Islington was divided into 3 localities (North, Central & South) and that the Goodinge was a member of the Central Locality. Dr Sills invited the patients who were there to attend the wider Central Locality and Pan Islington meetings that took place every few months at the Resource Centre in Holloway Road which discusses borough wide health matters and how services are commissioned.
2	How the Goodinge has developed over the last 10 years.	<p>Dr Sills gave a brief run down of how the Goodinge had changed over the last 10 years in particular with reference to the new GP contract of 2004 which had changed GP practices into independent contractors, contracted to the local PCTs to provide primary care services. He also explained why the Goodinge had changed from a walk in service to appointments only, how the list size had grown so that now the Practice employed 8 Partners in the Practice, and explained all the different services that are provided in the Health Centre.</p> <p>A patient asked what the new health bill would mean for the day to day running of the practice. Malcolm Steele outlined the proposed changes of the abolition of PCTs in 2013 and that the newly formed Clinical Commissioning Groups, led by GPs, will take over the commissioning of local health services. On the whole it shouldn't affect the day to day running of the practice but there would be tighter financial controls over prescribing costs, referrals and low priority treatments. A patient asked whether not having one of the Goodinge GPs on the Clinical Commissioning Group board would be detrimental to the Practice in that it would not have a say in commissioning decisions. Malcolm Steele explained that all Islington Practices had a voice through their locality meetings and pan Islington meetings.</p>
3	Best ways to communicate	Some of the patients said they did not have email but would still like to be informed of developments and when the next meetings would be held It was proposed to use letters, texts and emails as well as posters in the Practice and information on the Goodinge website to communicate with patients.
4	Practice Matters: Appointment System, Repeat prescriptions, State of the building	<p>The patients who attended the meeting were happy with the state of the building and the facilities within the Health Centre. There were 2 main issues raised by patients that Dr Sills said would be discussed at Partner level but couldn't guarantee a positive conclusion. These were:</p> <ol style="list-style-type: none"> <li>1. There were never any internet appts available when the patient went online. Couldn't some be reserved for internet booking? Malcolm Steele explained that the clinical system Emis was not flexible enough to allow separate appointments that could be booked by patients on the internet and appointments available for the receptionists. However it was agreed to look into this.</li> </ol>

		<p>2. A patient was unhappy about test results. While a patient is contacted by a doctor if, for example, a blood result is abnormal, there is no system to tell a patient that their results are normal. Patients are told that if nobody contacts them to assume that their results are ok but that they can always contact the Practice for confirmation. Dr Sills acknowledged this was not entirely satisfactory and that the Partners would look into this.</p>
5	Patient surveys	<p>Dr Sills informed that the Practice was to conduct a survey not just for the patients here but hopefully to a much wider cohort. He asked if the patients here would be happy to complete this survey, either online or on paper, with questions that had come out of today's meeting, which they were, and that if they had any other questions to add to the survey they should contact Malcolm Steele.</p>
6	Finish	<p>Dr Sills thanked all the patients for attending, declaring it had been a very useful and interesting first Patient Group Meeting. The next meeting date yet to be decided.</p>