PATIENT PRIORITIES & ISSUES

We had previously written to the Patient Reference Group to gather information regarding any priorities or issues they may have.

Dr Griffin gave a presentation about key areas for discussion 2014/15:-

- Friends & Family Test – Commencing December 2014
- Significant Events – Lessons Learnt
- Dementia – Support Available
- Teenage Health
- Chronic Disease Management
- Equitable Access
- Bereavement Support

PRIORITIES IDENTIFIED

1.   Undertake a review of patients who miss appointments

Both the practice and the PRG recognise that appointments with clinicians are an important resource. The review by SV did not identify any clear patterns in DNA activity. It is likely that patients miss appointments for a multitude of reasons. As such a "one size fits all" policy to patients who DNA may not be appropriate. It was decided to produce an anonymous questionnaire for patients who had missed an appointment to determine reasons. The aim being to identify any practice issues that could be remedied to reduce DNA rates

2.   Review the results policy

The PRG was presented with the new results policy including the information given to patients to ensure appropriate access to results. It was agreed to proceed with the policy

3.   Confidentiality and privacy within the waiting area

Discussion around accessing results at the reception desk led to conversation around confidentiality and privacy within the waiting area. The GP survey confirms that 28% of patients feel that they have been overheard at the reception area and are not happy about it. However this continues to be an issue nationally, with 26% of people responding similarly. However the practice feels that it can take steps to improve privacy to improve the overall patient experience.

4.   Review of dementia care

Both the practice and PRG recognise the impact that dementia has on patients and their carer's. It was decided that the practice should undertake a review of dementia care. This would involve reviewing local resources available for patients and their carer's and producing a directory that the clinical team can access to enable appropriate advice