

PATIENT PARTICIPATION GROUP

Meeting held at Haverfield Surgery on 7th June 2017 at 7.00pm.

Present:

Jean Bingham	Chair, Patient Representative
Sheila Abbott	Patient Representative
Dr Ciobanu	GP
Kim Church	Practice Administrator
Chris Stanley	Practice Manager

Apologies: Ann Martin, David Radmore

1. Care Home/Proposed New Doctor's Surgery

The planning application for additional care home beds and a new doctor's surgery was granted at the end of April this year. SA reported there had been suggestions amongst some local residents that an appeal was going to be lodged on the grounds of an old covenant existing on the Langley Hill site prohibiting commercial development. CS to contact the developers for an update and proposed programme of works.

Action: CS

2. GP Patient Survey Results

The latest patient survey results ending March 2016 were published in May this year. The results were discussed with Haverfield again receiving high scores across all areas.

A summary of the GP Patient Survey July '15 – Mar '16 results for NHS England Central Midlands (includes Herts Valleys CCG):-

<i>Overall patient access and experience – Haverfield Surgery</i>	
Ease of getting through on the phone	97%
Overall experience of making an appointment	97%
Overall experience of GP surgery	95%
Recommend GP surgery to someone who has just moved to the local area	91%

- ranked 17/558 for Central Midlands
- ranked 227/7732 nationally
- And ranked 1st out of all 20 practices in Dacorum

JB and SA suggested contacting the local newspaper and submitting an article reporting the practice's high results. JB to liaise with CC regarding details.

Action: JB & CC

3. Extended Opening Hours

Due to the increase in patient list size, the Practice is now offering an additional extended opening hours session. After reviewing results from the recent patient survey and the use of current appointments for extended hours, it was felt telephone appointments, rather than face-to-face appointments, would be more beneficial to patients. Therefore the surgery will remain open an extra half hour every other Wednesday offering additional telephone appointments. CS to monitor and review with CC and JB.

Meeting ended: 8.00pm

Date of next meeting: To be advised