

THE LIGHTHOUSE MEDICAL PRACTICE



Patient Survey Report 2013 - 14

Establish a Patient Representative Group comprising only of registered patients and use best endeavours to ensure PRG is representative.

The Lighthouse Medical Practice has an established patient group (Forum) that has been in existence since 2006. The group aims to meet on a monthly basis and is made up primarily of patients and supported by two Practice members, usually the Practice Manager and a GP. Between meetings the Chair communicates usually face to face, with the Practice Manager.

The Forum group is an integral part of the Practice; it is a partnership of patients and Practice working together to make the surgery environment and its services better for patients. This is done through meetings, newsletters, communication in waiting rooms, events, written materials and a by patients having an active presence on site.

The Forum is involved in decision making at all levels. The Practice has continued to work with the Forum over many years and supported it financially. In the past the Practice Manager has also run Patient Cluster conferences. In 2011 the Practice signed up to the PPI DES.

The Practice population is 14576 and is made up of 7003 Males and 7573 Females. The Age Bands are shown below in **Appendix 1** the Ethnicity in **Appendix 2**. The Practice has tried over many years to make the group representative of the population. The steps that we have taken are as follows.

- ❖ 2006, posters in the surgery, newsletters, approaching patients with a focus on a spread across age, sex, nationality and across the disease registers.
- ❖ In 2010 the Practice wrote to every household in as part of a two day Health Awareness event that the Forum ran at the Winter Gardens. The letter included asking for new members to join the Forum. The event was a tremendous success with 1000's of visitors but sadly the membership rose by two patients.
- ❖ We advertise for new members on our notice boards, newsletters and on our website.

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- ❖ We regularly approach patients in the waiting rooms and after individual contacts with both the group or the Practice Manager
- ❖ New list of 30 potential members was gathered as a result of the recent survey.
 - We telephoned all 30 patients and invited them to an informal meeting to find out more about the group
 - 5 potential new members said they would come to the meeting
 - 4 people attended the meeting
 - We have 3 new members

- ❖ One of our joint group objectives is to increase membership with a focus on the Ian Gow population and younger patients
- ❖ The group has already (as a result of our survey) approached and talked to local groups in the BN23 area. Awareness has been raised but to date there has been little success in involvement at any level
- ❖ The group is exploring the use of social media, “Friends of the Surgery” and outreach (see details of objectives below)
- ❖ We have over 20% of our Practice populations email addresses and intend to extend the use this type of communicate with patients in the future.
- ❖ As part of our objectives is to increase membership in the younger population and the population at Ian Gow, we trialled day time meetings at Ian Gow publicised in the Surgery. This was unsuccessful.
- ❖ We write pieces for the Shinewater newsletter to raise our profile at Ian Gow.

As of March 2014 there are 20 members in the group 6 males and 14 females. The youngest group member is 49 and the eldest 85. Sadly our two wheel chair users have left the group as their health has deteriorated and our youngest member left to go to University. We are forever grateful for the hard work, dedication and enthusiasm of our existing members and their input into all that we do.

Patients Forum AGM Report- Gwynne Pickering, Chairman

I have now completed one year as your Chairman. It has been quite a learning curve, my previous experiences as Chairman was on Finance and Property boards so being Chairman of the Patients Forum is quite different.

At the AGM held on the 30th January 2014 I gave a resume of the work we had done in 2013. Although, 11 meetings were planned, 2 had to be cancelled as short notice.

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We also experimented with holding meetings in the afternoons but this was a failure. It would appear that most members are much happier to attend Forum meetings on the last Thursday of the month. Dates of these meetings have already been circulated to Forum members.

Last year showed what a Patients Forum can achieve. In the first instance we recommended Nurse Caroline Howells, for the "Proud to Care" nursing awards, we were delighted when Caroline was awarded this prestigious title which covered the whole of Sussex.

The second instance was when the Forum was able to assist the Surgery in re-instating the telephone appointments system. This took us more than 2 months where Liz Walke and myself kept constant pressure on the company who were carrying out this improvement. We were well aware that whilst this system was not in service an extra 40-60 patients per day had to attend the Surgery to make appointments. This placed an enormous burden on the reception staff as well as causing inconvenience to patients. We were greatly relieved when the system was fully functioning.

We are extremely fortunate that Liz Walke and Malcolm Finnis are able to attend various NHS meetings and reporting back to the Forum what has happened. A sub-committee has now been established to sift through this mountain of information that is produced on a regular basis. The sub-committee distil this information and send the Forum a written report by the next meeting. They also meet to discuss experiences of NHS services.

Membership of the Forum is open to all patients. If you are interested, please email me on:
gpickering201@btinternet.com.

Minutes - The Annual General Meeting of the Patient Forum 2014 -Thursday 30th January 2014 – 6.30pm

Welcome and apologies for absence

Present Gwynne Pickering, Joyce Pickering, Mary Hopwood, Colin Morley, Carol Voake, Malcolm Finnis, Peggy Marshall ,
Anninna Allen, Tracey Smith, Amanda Sayer, Sheila Nolan, Kathy Darroch, Jill Walker and Liz Walke

Apologies Bob Spilstead, Geraldine Thompson and Jan Morley

Chairman's report

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- 3 new people coming at 7pm.
- 11 meetings planned last year and tried different times/days but not successful. Two meetings cancelled one on Maundy Thursday and the other when there was a clash with an awards evening with Nurse Caroline getting an award.
- During the last 12 months the Patient Forum have
 - Produced one newsletter. Plan to do quarterly.
 - Have managed to maintain notice boards. TV - have had to drop the project.
 - Have drawn up and carried out Patient Surveys.
 - Intercare not now being done.
 - Set up a Sub Committee to discuss in more detail patient services
 - Manned Flu clinics.
 - Liz and Malcolm have attended other NHS meetings outside of the Forum.
 - Computer booking system which caused problems for since April 2013. After some months, Liz and Gwynne contacted the Patient Partner and eventually managed to get sorted several months later.
 - Liz represents the Patient Forum at the Regional PPG Forum.

Treasurer's Report

- £340.77 at start of year. £273.98 at end of year.
- Amanda closed the GP consortium account (which was with Seaside and Arlington Road Surgery) and GP's agreed to give money to Forum. Given a cheque £1288.85. Now £1562 in Account. Thanks to partners for giving Forum the money.
- Any expense claims to Carol for agreed expenses to be paid.

Election of Officers

- Chairman - Gwynne Pickering, Vice – Chairman Liz Walke, Treasurer – Carol Voake
- Thanks to Chairman and Treasurer. Minute Secretary vacancy.

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Agree with the PRG which issues are a priority and include these in a local practice survey

The patient objectives and survey are standing items on the regular Patient Forum meetings. The survey was discussed as follows:

Extract from - Minutes from Meeting 30th May 2013

Dr Tim Caroe gave thanks to the Forum. Patient survey is undertaken by the Forum and is very much appreciated by the Practice and is needed for re-validation of doctors which will be done every five years. Need to do a specified Patient Questionnaire every five years for doctors. Also want feedback about the surgery so separate annual Patient Survey undertaken. When being completed let people know that you're there to help but not looking over their shoulder. Only help if they ask. Tracey said she may be able to get a box to put surveys in. Clipboards needed - Gwynne, Inge and Liz to provide. Names to be collected for those Forum members available to help with Patient Questionnaire/ Patient Forum. Can put message on telephone and on prescriptions to let patients know. Gwynne and Liz to organise wording and bring back to the group etc.

- Main aim of survey 2013-14 was agreed by the group as **to gather comments and feedback to formulate the joint objectives for the year**. In addition to gather statistical data regarding the Forum.
- It was agreed that the survey was in addition to and should complement the suggestions, improvements and discussions about the surgery, the environment and the services take place every month at regular Patient Forum/Practice Meetings.
- Further meetings were held between Forum representatives and the survey brought to a meeting for agreement.

Modifications were made and it was agreed that two surveys should take place, one GP revalidation and one Forum.

GP revalidation survey

http://www.gmc-uk.org/patient_questionnaire.pdf_48210488.pdf

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Forum Survey

LIGHTHOUSE MEDICAL PRACTICE - PATIENT FORUM - 2013 SURVEY

THIS SURVEY IS ANONYMOUS

PLEASE CIRCLE YOUR CHOICES

COLLEGE ROAD SURGERY/ IAN GOW MEMORIAL HEALTH CENTRE

DATE

FORUM

- | | | |
|---|---|---------|
| 1 | Have you heard of the Patient Forum? | Yes /No |
| 2 | Would you like to join the Forum | Yes /No |
| 3 | Have you seen our Newsletter? | Yes /No |
| 4 | Do you have any suggestions for articles that you would like to read? | |

APPOINTMENTS

The demand for doctors' appointments is very high and we would like to help more people without needing them to come to the practice

- | | | |
|---|---|--------------------------|
| 5 | Would you feel happy asking a doctor to phone you rather than making an appointment at the surgery? | |
| | Yes / No | If not, please state why |

INTERNET

- | | | |
|---|------------------------------|----------|
| 6 | Do you have internet access? | Yes / No |
| 7 | Do you use email? | Yes / No |

COMMUNICATION

- Email is a very easy way to communicate with patients efficiently.
- | | | |
|---|--|--|
| 8 | Would you be happy for the practice to contact you by email? | |
|---|--|--|

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Yes / No

If not, please state why

- 9 Were you aware that you can book appointments and request medication on-line?

Yes / No

If you would like to do this, please ask reception for instructions

PRACTICE

- 10 Each year the patient Forum set objectives for the year to help improve our surgery and services.
Have you any ideas to help us?

Yes / No

We value patients comments and whilst this survey is anonymous, if you would like to discuss your comments or are happy for us to contact you, please give us your name and contact details below

We will also be able to enter you in a free prize draw.

Name:

Contact phone number:

Email:

Thank you so much for your help

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Carry out the local practice survey and collate and inform the PRG of the findings

- The survey carried out by Forum members from September 2014. It was carried out at both our sites, over a series of weeks and at different times of day and on different days of the week in order to get as many different patients to respond as possible. This included surveying patients during extended hours.
- The statistics were independently analysed.
- The Forum Chair and Practice Manager also read through all 500 plus survey forms, collated all comments, and where appropriate, called patients to offer information, answer their queries and to gather further information about their suggestions
- Statistics and the raw data comments and suggestions were discussed at two Patient Forum meetings in October and November 2013- (details below)
- We received over 80 comments, ideas and suggestions which were discussed, organized and grouped together under common themes and subheadings by the group.

Provide the PRG with an opportunity to comment and discuss findings of the local practice survey. Reach agreement with the PRG of changes in provision and manner of delivery of services. Where relevant, notify NHS England of the agreed changes

Two meetings were held with Forum, Practice Manager and GP's in October and November 2013 to look at the comments from the surveys and discuss and agree the objectives for the year ahead. The aim was for the Forum to come up with proposals for objectives and to present these at a wider Objectives meeting later in the year.

Minutes section from Patient Forum Meeting 29th October 2013 Survey

AS has gathered all comments, phoned patients she believes she can assist and has gathered a list of names for new members.
GP and AS to call new members.

Common themes and ideas for objectives from the survey were discussed.

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- Practice to review all systems that flow from GPS to reception and streamline processes, to consult Forum and Forum once signed off to publicise. Repeats, phone calls to patients, results, Practice notes, GPs running late – **Action- Practice and patients**
- Information for patients on phone system now fixed, and how procedures work in surgery, booking systems, appointment systems and extended hours, 10 min appointments, GPS running late, prescriptions etc. To go in newsletter, notice bards, website and NHS Choices **Action- Group to decide which themes and when**
- Website - new up and running but objective to keep current and up to date, Action- **perhaps a patient lead to guide this with Dr Durston**
- Surgery environment, review, list issues and investigate suggestions e.g. water cooler(no), bench (possible), music at CR, toilets CR, privacy **Action -Patients and Practice at both sites but issues have arisen more at College Road**
- **Update and publicise Jargon Buster**
- Review appointment systems, open up online further, triage- **Action Practice and Patients to discuss**
- **Staff issues at CR** – new HR and training lady already locuming and hope to employ
- **To continue as a face to face group with sub groups for other health issues outside of GP and to feed into the CCG patient group.** It is hoped that this will be a group that will make a difference and not just tick boxes.

Further meeting needed to agree and discuss objectives.

Minutes section from Patient Forum Meeting 26th November 2013

Survey

GP and AMS thanked those members who had worked so hard for carrying out the survey. The meeting discussed that younger patients were reluctant to complete the form but that next year the email address list (once verified) would be used.

Patient Forum/Practice Objectives

□ The meeting discussed the feedback from the Patient surveys for a second time. The feedback has been analysed and was discussed. AMS has contacted patients who had queries. The following objectives were agreed and will be discussed with the Partners. Forum will plan to meet together to discuss this further. Issues discussed were how we communicate, how we recruit and having sub groups/leads for projects. AMS to put these objectives in to a workable format but briefly those agreed were:

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Communication- to improve communication between the Practice and the Patients

Via the following methods

- Email
- Phones
- Boards
- Prescriptions
- Newsletter – to take suggestions for articles from the survey (now in new format but needs a Forum Lead)
- Information Events
- Website

To increase Forum membership and to try again to expand and diversify the membership to better represent the Ian Gow population.

- Fiona Battrum and Jan Morley to Lead on this area
- Amanda to start email discussion re this
- Amanda to print out population figures etc for Practice

To review appointments and trial new ways of working to unblock GP appointments

- Nurse Minor illness clinics
- Paramedic clinics
- Open up on line booking
- Review appointment system

Work with Elderly to help combat loneliness and isolation

- Drop in sessions
- Work with Eastbourne Seniors Forum

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Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform NHS England

Meeting 10th January for patients and Practice to discuss agree objectives- details of Minutes below

Joint Patient/Practice Meeting to agree Objectives

Chair: Amanda Sayer

Present: Malcolm Finnis, Gwynne Pickering, Carol Voake, Dr Roisin McCloskey, Annina Allen, Dr Maia Nicholles, Dr Tim Caroe, Dr Jeremy Durston, Liz Walke, Dr Andrew Baldwin, Dr Andrew Stewart, Dr Priti Varsani, Dr Gregory Folwell, Nurse Caroline Howells, Jill Walker, Nurse Theresa Hare, Dr Simon Eyre, Kate Maderson

Apologies: Simon Davies, Dame Kathy Durroch, Fiona Battrum

1. Opening remarks Amanda & Gwynne

Amanda thanked the Forum for their work on the survey. 426 surveys were taken and analysed.

The meeting briefly discussed the process by which the survey was created.

- Discussion of last year's survey
- Forum meetings and ideas for information gathering
- Forum devise questions
- Questions discussed with Practice in view of statistics already available from the computer system
- Agreement of questions and decision that rather than statistics the most important information to gather were comments and ideas from patients
- Questions agreed
- Survey carried out alongside separate GP survey
- Sheets independently analysed (see Appendix 1)
- Sheets read by PM and Forum and all comments collated

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- Comments discussed at two Forum meetings and drawn together as objectives listed above.

2. Review of the statistical analysis from the survey

The statistical analysis was discussed briefly but it was pointed out that the figures illustrated levels of awareness but whilst they were important the majority of the objectives had been set as a result of written comment

3. Talk through the Objectives set by the Forum

Objective	Discussion	Action Agreed
<p>To publicise answers to all issues raised in survey where they are a matter of lack of information.</p> <ul style="list-style-type: none"> ❖ AMS to produce list for newsletter ❖ Forum Lead needed for newsletter 	<p>Claire in the Town hall producing this, format reviewed last year and working well Still needs lead Forum member since Bob's retirement Practice to continue to provide one side of information for the Forum Ideas from surveys</p> <ul style="list-style-type: none"> ➤ When can a District Nurse make a visit if the elderly patient is not 100% homebound ➤ Scientific findings on health to improve my health ➤ Articles related to Asthma, respiratory health etc ➤ Low Cholesterol diets ➤ Diet suggestions for certain complaints that might benefit certain conditions ➤ Waiting times for hospital consultations ➤ What options are available for surgeons ➤ Health and Well Being, healthy eating and vitamins ➤ Anything to help poor disabled pensioners ➤ Pharmacy opening times- we don't have 24 hour pharmacy- I think this is wrong ➤ Articles on practice performance, allocation of patients and waiting times 	<p style="text-align: right;">➤ Dr Caroe to produce</p>

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	<p>Ideas from meeting</p> <ul style="list-style-type: none"> ➤ Do Not Attend (DNA) figures Forum keen to publish this regularly ➤ New GPs and staff as in previous additions 	<p>monthly figures for this- GPs and Nurses to code</p> <p>Searches set up TDC</p> <ul style="list-style-type: none"> ➤ Amanda to answer all the questions and/or queries raised in the survey and publish in the Newsletter – Done in first Newsletter 2014
<p>To call as many patients as possible who have made comments on forms that need addressing in person</p> <ul style="list-style-type: none"> ❖ AMS to lead on this 	<p>Discussion around Amanda's calls to patients and the shock surprise from some when she called that the surveys were actually read.</p>	<ul style="list-style-type: none"> ➤ Amanda to continue to call All patients called- response rate to calls 70%
<p>Communication- to improve communication between the Practice and the Patients</p> <p>Via the following methods</p> <ul style="list-style-type: none"> ❖ Email ❖ Phones ❖ Boards ❖ Prescriptions ❖ Newsletter – to take suggestions for articles from 	<p>Meeting discussed email communication. Practice has 20% of population on email v national level for GP surgeries of 2-3%. Dr Caroe (IT Lead for Practice) explained email policy, the need to verify and have consent to use email for different types of communication.</p> <p>He informed the meeting of issues such as email being used and awareness that the practice had a 5 day response policy. This was therefore not a way forward for urgent communications.</p> <p>The Practice shared with the meeting their desire to move email communication forward but in a safe, sustainable way. The aim is to</p>	

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<p>the survey (now in new format but needs a Forum Lead)</p> <ul style="list-style-type: none"> ❖ Information Events ❖ Website 	<p>open this up further in a planned and structured way.</p> <p>The issue of patient records being opened up online was discussed. The Practice had hoped to let the forum trial this but it was not possible as the system is either on or off</p> <p>The meeting went on to discuss Summary Care records and the fact that the practice has been coded patient who wanted to opt out for many years.</p> <p>The need for a lead at Ian Gow to look after patient Boards and communications was raised in view of Jan's illness. Carol to continue at College Road</p> <p>Health Events discussed. The Practice has given the Forum over a £1000 to help support it and events could take place, perhaps in conjunction with other groups, e.g. The Seniors Forum</p>	<ul style="list-style-type: none"> ➤ Dr Caroe to continue to look at opening up of ability for patients to view their records on line – Under review TDC- Plan trial after April ➤ Dr Caroe to write a piece for the newsletter on Summary Care and records etc. Piece written in first letter further information to follow but project on hold DH ➤ Forum to ask for volunteer to lead on visual communications at IG -BJ approached and has agreed to start up in this role after Easter
<p>To increase Forum membership and to focus on trying again to</p>	<p>The meeting discussed the need to increase membership especially in the younger age groups and the minority groups.</p>	<ul style="list-style-type: none"> ➤ Gwynne and Amanda to contact

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<p>expand and diversify the membership to better represents the Ian Gow population.</p> <ul style="list-style-type: none"> ❖ Fiona Battrum and Jan Morley to Lead on this area ❖ Amanda to start email discussion re this ❖ Amanda to print out population figures etc for Practice ❖ Gwynne and Amanda to telephone everyone who expressed an interest in joining the Forum 	<p>The work this far includes two Forum leads and a desire to outreach via local societies, voluntary groups, churches and schools. The Forum members asked the GPs and Nurses to promote this. Liz Walke expressed a desire to create an “electronic “Forum not as a substitute for but in addition to the actual group. The meeting discussed the use of Facebook and Twitter etc.</p>	<p>all patients who expressed an interest in joining the Forum via the survey All patients rung Meeting took place 21st Jan 2014</p> <ul style="list-style-type: none"> ➤ Informal meet and greet to be held for all new members ➤ Liz Walke to bring ideas to future Forum meetings on electronic Forum
<p>To review appointments and trial new ways of working to unblock GP appointments</p> <ul style="list-style-type: none"> ❖ Nurse Minor illness clinics ❖ Paramedic clinics ❖ Open up on line booking ❖ Review appointment system 	<p>The meeting discussed the need to continually review the appointment system. The Practice had suffered from lack of GP partners due to long term sickness and maternity leave. The Practice was fully committed to addressing the lack of appointments and has:</p> <ul style="list-style-type: none"> ➤ A new GP starting at the Practice mid-February ➤ Moved a GP partner (Dr Durston) to the Ian Gow site ➤ Is recruiting for more GPs ➤ Has employed a new experienced Nurse to run minor illness clinics ➤ Is exploring the idea of Paramedics Practitioners working with GPs 	<ul style="list-style-type: none"> ➤ To trail Nurse triage clinics at Ian Gow Started at IG – survey to take place to assess success ➤ To survey patients, GPs and staff re the clinics ➤ To review, enhance and or alter these clinics as required.

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- Has opened up and expanded its on line booking facility

Theresa Hare the new Practice Nurse opened up the discussion re her Minor Illness Clinics;

She has worked in minor illness clinics for many years and in her experience the service increases patient satisfaction and decreased attendances at A&E.

The Forum asked these questions about logistics of the clinics.

There are 3 levels

1. Patients she sees and treat
2. Patients from whom she takes a history then puts a message through to a GP
3. Patients for whom she may order tests and immediately refer to a GP

A GP works closely with the minor illness nurse but the reality should mean that more GP appointments open up for other patients.

The group discussed the need for patients to be seen by the appropriate clinician and not to become service dependant.

Telephone triage was discussed and the fact that up to a third of GP contacts are on the telephone.

Liz Walke raised the issue of different appointment systems existing at Ian Gow and College Road. The differences in Patient demographics was discussed and the younger populations at Ian Gow requiring appointments later in the afternoon.

Gwynne said that he was impressed with the new computer system and now that the automated booking was working, that he had had no issues with getting through on the phone or accessing appointments.

The Practice asked the Forum to continue to feedback on this matter.

The meeting discussed the reasons why it was impossible to book

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	Nurse appointments via the telephone (different clinics for different things, different nurses having different skills).	
Work with Elderly to help combat loneliness and isolation <ul style="list-style-type: none"> ❖ Drop in sessions ❖ Work with Eastbourne Seniors Forum 	The group decided to look at this during a Form meeting	

4. **Agree Objectives and action plan-** These were agreed as above
5. **Agree any further joint meetings required-** It was agreed that there was no need for any further meetings at this point. The Patient Forum monthly meetings would progress the objectives and request further joint meetings if and when required.
6. **The meeting closed** with the Practice thanking the Forum for it continuing support, input, feedback, dedication and hard work of its members.

Agreed Objectives

To publicise answers to all issues raised in survey where they are a matter of lack of information.

- ❖ AMS to produce list for newsletter
- ❖ Forum Lead needed for newsletter

To call as many patients as possible who have made comments on forms that need addressing in person

- ❖ AMS to lead on this

Communication- to improve communication between the Practice and the Patients

Via the following methods

- ❖ Email
- ❖ Phones

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- ❖ Boards
- ❖ Prescriptions
- ❖ Newsletter – to take suggestions for articles from the survey (now in new format but needs a Forum Lead)
- ❖ Information Events
- ❖ Website

To increase Forum membership and to focus on trying again to expand and diversify the membership to better represent the Ian Gow population.

- ❖ Fiona Batttrum and Jan Morley to Lead on this area
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- ❖ Gwynne and Amanda to telephone everyone who expressed an interest in joining the Forum

To review appointments and trial new ways of working to unblock GP appointments

- ❖ Nurse Minor illness clinics
- ❖ Paramedic clinics
- ❖ Open up on line booking
- ❖ Review appointment system

Work with Elderly to help combat loneliness and isolation

- ❖ Drop in sessions
- ❖ Work with Eastbourne Seniors Forum

Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement

Documents published:

- Patient report 2013-14

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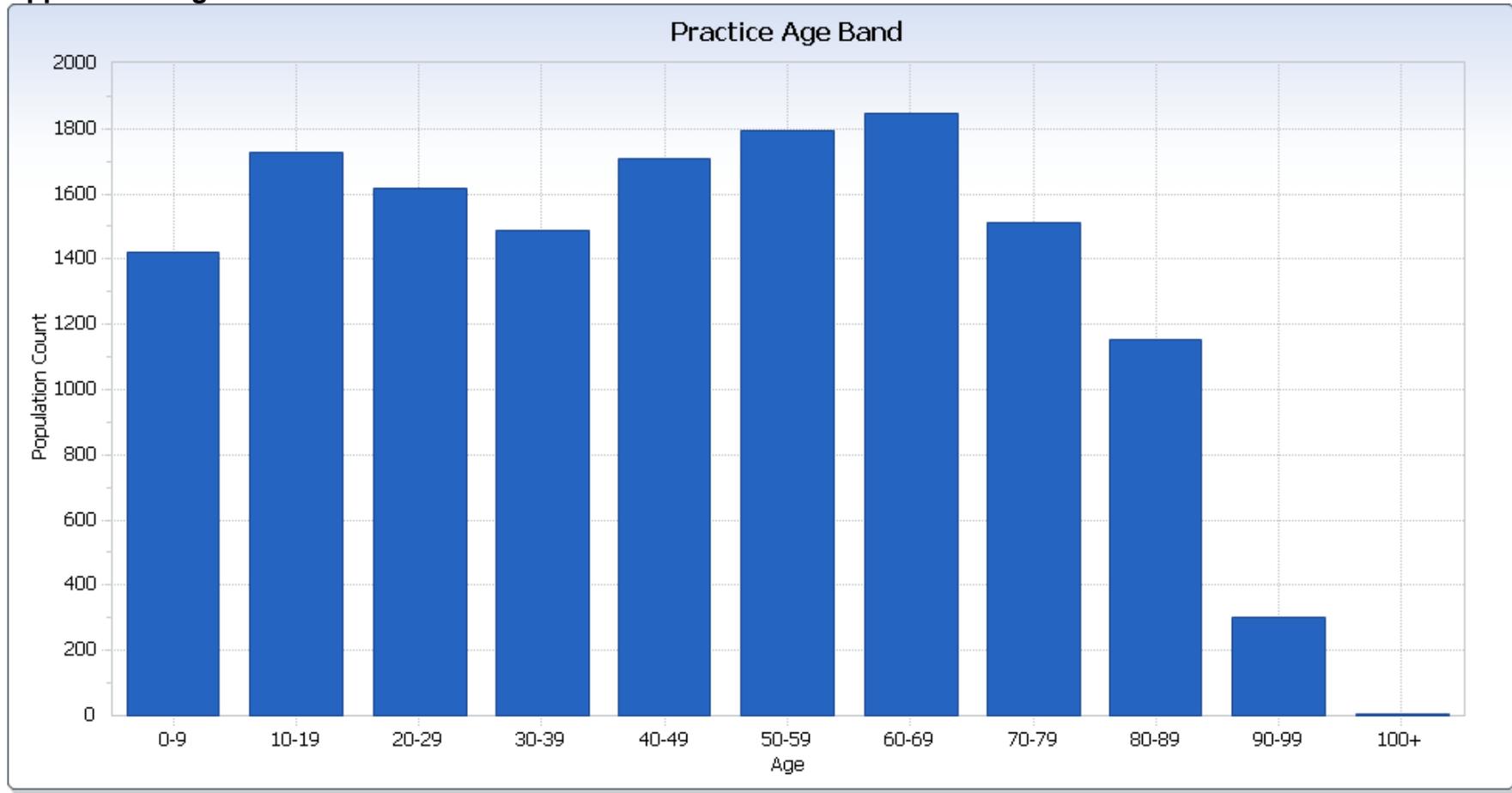
- Chairman's report (as part of this document above)
- AGM Report (as part of this document above)
- Survey Statistics
- Latest Newsletter 2014

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Appendix 1- Age Bands



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Appendix 2 - Ethnicity

