

Darlington Local Involvement Network (LINK)

GP Task Group Meeting

Minutes of Meeting 30th July 2009

Present: - Terry Taylor, JeanThurkettle, Paul Bell and Jackie Vincent (UBU), Betty Hoy

In attendance: Louise Haymer (Community Engagement Worker Carers Federation)

Apologies

Audrey Lax, Peter Freitag, Norma Town

Welcome

Jean welcomed the group, announced apologies, confirmed minutes from last meeting accurate- Paul. There was no formal agenda.

Issues Discussed:

- **GP Patient Survey 2008/2009** It was decided that we would use this year's survey and compare each surgery and rank in order from good to bad. From this we can see which surgeries are performing the best in certain areas and share best practice. Louise has begun this and showed the group the progress of the report. The group agreed that they liked the style and ranking system and this should be used throughout the report. It was agreed the following areas from the survey were most important to look at
 - Getting through on the phone
 - Booking ahead to see the doctor
 - Doctor/nurse giving you enough time in your appointment
 - Doctor/nurse asking about your symptoms
 - Doctor/nurse explaining test results and treatments
 - Doctor involving you in decisions about your care
 - Out of hours care

In addition it was also agreed that we would need to find out

- Procedures for prescriptions
- If the surgery look at GP Patients Survey results and takes action
- How many patients each surgery has
- How many doctors/nurses. How many hours they work.
- Does the surgery have a patient panel.

There was discussion around how we would take this information forward. It was decided that we could go into all surgeries to see what policies and procedures were in place. We could then share best practice between the highest ranking and lowest ranking surgeries.

Action – Louise will finish the rankings and report.

- **Access for people with learning difficulties.**

Louise put the UBU research into a report. We have also found further evidence of poor service in regards to patients with learning difficulties in the 'Darlington Health Check' completed by the PCT for the Valuing people paper. This shows the progress of Darlington PCT and how they will meet their goals and it what timescale.

Louise completed the draft letter and has sent it to Amanda Dexter at Darlington PCT for her opinion. Amanda suggested some minor changes and gave contacts to send letter to. The group made some further changes to the letter and agreed it could be sent. Jean, as chair signed the request. Louise sent the letter on 30th July. Assuming it will get to each practice by Monday 4th August all information should be back to the LINK by Friday 28th August.

Action- Louise will send letter to GP's- complete-30th July.

- **Youth**

Terry and Louise categorised youth questionnaire. Louise has put this into a report. It was agreed that youth would be put on the 'back burner' for now. We have the evidence ready for when we need to look into the issue further.

Any Other Business

No other business

Future Dates and Times

Date to be arranged by Louise when she has

- Completed reports
- Got information from the formal request

Minutes taken by Carers Federation, host organisation for DarlingtonLINK

