

THOUGHTS FOR A PATIENT PARTICIPATION FORUM

The aim of Patient Participation groups is for patients to work in partnership with GP practices to improve services for local patients. These groups give patients the opportunity to share their views on local services and assist in the planning of any future services.

PATIENT RECORD SURVEY

- * Should patients be encouraged to see their own records?
- * Would this improve patient-doctor relationship?
- * How will patients understand handwritten notes?
- * Would there be a questionnaire to assist the practice analyse patient reactions to clarity and accuracy of records, as well as recording any surprises or omissions?
- * Would there be a cost to the patients?
- * Where and how would they view their records?

PHARMACIST MEDICATION REVIEWS

Doctors do regular medical reviews, but they have a limited amount of time to go 'in-depth'.

- * What would be the difference between a doctor and pharmacist doing medication reviews?
- * Would this be of benefit for patients taking four or more regular medications?
 - Pharmacists can determine how the patient is managing medicines - how they take them and when, etc.
 - Pharmacists can advise on drug interactions and side effects, as well as other medicines or herbal remedies
 - Pharmacists can glean information on whether or not the patient has difficulty in opening the containers, swallowing (there may be a liquid form of the medicine), etc. If concerned, pharmacists can refer the patient to a doctor
 - Pharmacists can help patients get the best from their medicines by improving understanding and use

REFERRALS

- * Is there a benefit in copying referral letters and other correspondence to the patient (?)

MISSED APPOINTMENTS

Missed appointments waste time and cause other patients unnecessary delays.

- * Should the practice consider text message reminders to patients (where applicable) the day before their appointment?
- * Consistent offenders could be written to with offers of advice or alternative help available at NHS Direct

APPOINTMENT SYSTEM

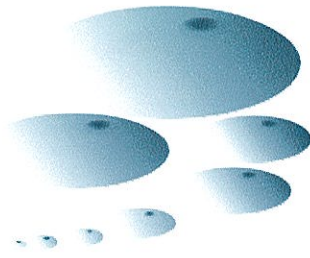
- * Would there be a benefit to patients if there were a Saturday surgery?
- * Further fine tuning on the several week in advance appointment system

COUNSELLING

- * Should we think about approaching the CAB (Citizens Advice Bureau) to see if they would be able to undertake a weekly morning / afternoon 'surgery' at the practice?

QUESTIONNAIRES

This would generate useful feedback on the patient satisfaction on practice and its premises. Perhaps the Forum could help / analyse results.



THE WANDSWORTH PILOT PATIENT FORUM

For a further non-patient viewpoint on the practice and its premises, invite the WPPF to send representatives to undertake an assessment.

PATIENT INFORMATION

Are patients provided with leaflets about their conditions?

Do GPs print out information from their computers during consultation?

Consider a dedicated room so that patients could download their own information. Assistants may be required.

PATIENT PARTICIPATION AWARD

The Royal College of General Practitioners holds an annual award for Patient Participation Forums. Value of prize £2,000. Should we have a go for 2004?

IN-HOUSE IDEAS

A DEDICATED PATIENT HELP DESK

If practicable, would we consider this useful to:

- * Assist patients with language difficulties, or those confused by bureaucracy?
- * New patients to receive and hand in their registration forms. Give these patients the paperwork with a clipboard - it is amazingly difficult to fill in papers on one's lap, especially if children are involved.

MEETINGS

- * Would the practice be able to consider holding periodic meetings / classes on topics such as:
 - * Alternative Therapies - What evidence is there for these
 - * Diabetes
 - * Coronary Heart Disease
 - * General Exercise and Fitness
 - * Osteoporosis
 - * Keep Fit
 - * Mother and Toddler
 - * Weight Watchers

RECEPTION and IMAGE

As a transitional area, the mood of this space will determine the way patient will experience the rest of the visit. The approach to the Centre will also influence the patient's opinions and expectations

- * Water coolers in the reception area
- * Maintain a clean and tidy reception
- * Clean the fake pot plants regularly
- * Clean the surrounds of the sliding doors in and out
- * Maintain a rubbish-free approach

INFORMATION and NOTICES, etc.

- * Keep all the information leaflets and notices up-to-date.
- * Are there leaflets to make patients aware of PALS and ICAS?