

MINUTES OF PATIENT PARTICIPATION GROUP MEETING-THURSDAY FEBRUARY 28TH 2013

Apologies were received from Mrs GB, Mrs SB, Mrs TW and Mrs LI.

Those attending:

Mrs MN, Mrs MA, Mrs KW, Mrs AC, Mr MR, Dr T Baylis, (TMB), Annette O'Toole(AO) and Irene Perry.(IP)

Minutes of Previous Meeting.

Officers

Mrs AC volunteered to carry out the role of chairperson on the provision of no other interest and was seconded by Mrs MN. A secretary has still to be appointed. IP informed that the secretarial role is to minute the meeting, forward the completed minutes to the practice for distribution to members of the Patient Group.

Matters Arising

The meeting was informed that Mrs SB apologised for her absence but wished the following to be considered by the group:

- A visitor from the Home Support Team to speak to the group.
- An allocated noticeboard for the Patient Group to display agendas and minutes of meetings for all patients to view.
- Photographs of members of the group displayed on the above noticeboard.

The meeting asked for more information regarding the Home Support Team. This item to be carried forward to next meeting.

It was agreed that a noticeboard would be a good idea. AO / IP to Action. However, the group did not wish photographs of members be displayed.

AOB

Patient Questionnaire

The Group had previously been consulted regarding the content of the Patient Questionnaire via email and then returned their suggestions regarding the questions which were implemented.

200 patients who attended the surgery between Thursday February 14th and Tuesday February 26th 2013 were asked to take part in the survey. 192 anonymous patients completed the questionnaire and 8 patients who were given a questionnaire did not return the survey form.

The patients had appointments with one of the 3 partners: Dr. T Baylis, Dr. A Sinha, and Dr. T Taimoor or by a Nurse.

The Patient Group viewed and discussed the results of the survey:

Additional Hours

Question 1b.34 patient (66%) of those surveyed had suggested the surgery should open at weekends whilst 35 (68%) were satisfied with the opening hours. TMB informed that a previous survey of patients had requested evening appointments and this suggestion had been implemented with three extended evening clinics per week. The meeting was informed that weekend and early morning

opening was not realistic at the present time as this would require further funding and extra members of staff.

Telephone Access

Question 2. 139 (72%) of responders felt that it was easy to reach the surgery by telephone whilst 52 patients rated this question fair (26%) and 3 (2%) responded poor. TMB informed that the practice had recently undertaken a study regarding this subject and further information and training for our reception team would be considered by the Partners. He also informed that the practice would consider online booking of appointments in the future but this is not achievable at the present time.

IP informed that the surgery telephone system did not have the function to inform of the number of callers in the queue. IP will modify the current recording to advise a maximum of four callers in the queue.

GP of Choice

Question 5a. Mrs AC suggested this question could be refined.

Reception

Question 7. 177 (92%) answered that the receptionist were helpful whilst 10 (5%) responded this question as fair and 1 (1%) poor. 4 patients did not respond. The group felt this was a positive response.

Consultations and Waiting Times

Questions 9 to 13. The results for these questions were thought to be good and an improvement on the previous survey results by the Patient Group.

Website

Question 15. 94(49%) of responders were aware that the surgery had a website whilst 89 (46%) were unaware. IP informed that the website was being used more, especially for prescription ordering.

Patient Group

Question 16. 16 (8%) of those surveyed said they would consider joining the patient group but 167 (87%) would not 9 (5%) did not respond. The group felt this result might possibly be attributable to the age range of those competing the survey.

Patient Comments

The meeting reviewed and discussed the patient comments.

Summary

The group felt the results of this survey were positive and that the majority of those surveyed were very satisfied with the service received at the practice.

Action Plan

The survey and responses will be published on the practice website.

Phlebotomy Clinic. The Practice will review the feasibility of this service at Dickens Place.

Survey. A hard copy of the survey results is made available in reception for all patients to view. Also to add the results to the information screen in reception.

Noticeboard To be purchased and allocated for the Patient Group.

CQC AO advised the meeting of the forthcoming inspections by the CQC in the Spring/Summer and that the views of the Patient Group would be sought.

MN asked how the forthcoming changes to the NHS, i.e. how cutting and budgets cost would impact on the surgery.

TMB advised that services must be used wisely. He informed the meeting of the wastage of prescribed drugs, the role of pharmacies, and the prescribing of both generic and high cost medications. Further he advised that the practice was faring well and on the right side of both PCT and National data for prescribing.

Next Meeting

Thursday May 30th at 7pm.