



Paddock & Longwood Family Practice

Minutes: Patient Participation Group (PPG)

Thursday 13th March 2014 6.30 – 7.30 @ Speedwell Surgery

Apologies

Ms Dee Haigh

Those in attendance

Mr John Bostock (Chair, patient), Graham Purnell (patient), Amanda Greaves (Patient) Rukyza Zafar (Patient) Dr B K Jindal (Senior Executive Partner) Susan Lewis (Minute taker, Practice Manager), Dr S Nazir (Partner Speedwell Surgery),

Introductions

Mr Bostock welcomed Rukyza to the group and everyone introduced themselves.

Minutes of the last meeting: 16th January 2014

These were read as a true and accurate record

Matters Arising

System On line

System on line for both appointments and prescriptions were working well. We have over 600 patients signed up. The practice felt the prescription facility had more benefits, in that the new computer system had more control over when prescriptions can be ordered and it enables the practice staff to be able to scrutinise usage of prescriptions etc. Dr Jindal explained that we carry out a yearly review of all repeat prescriptions.

Dr Nazir also explained that with the prescription on line, you can put a note on if you need something that is not a repeat, although this medication is not guaranteed to be issued without the authorisation of a doctor or you may be asked to make an appointment to see your usual doctor.

Susan reported the receptionist found it much safer to process prescriptions through the on line than taking the information by telephone. Also taking pressure off the prescription telephone line.

We also issued a password to Rukyza to test the system for us and report back at the next meeting. Mr Purnell had reported the prescription online had worked very well. Miss Greaves had used the appointments on line and had found no problems. Dr Nazir pointed out that when you book an appointment on line you can as an option put the reason why you are coming. This he personally prefers. The group were not aware of this facility.

Saturday Morning

The Saturday morning winter scheme has now come to an end. The CCG reported it had been a huge success. The practice recorded seeing 60 patients over the 13 week period. With 11 repeat prescriptions being issued.

Any Other Business

The group had no other business to discuss

Annual Questionnaire Results/Comments

The group received the results of the patient satisfaction questionnaire for 2013-2014.

250 patients were randomly selected to complete a patient questionnaire which was completed in February 2014.

The survey found 169 females and 76 males participants.

The ages ranged from 16 to >85 years

Over 50% of the patients had been with us more than 10 years.

The results of the questionnaire were reviewed. The group felt these were very positive. It was felt we would get a better idea by reviewing the comments of what patients really felt and from these take appropriate action.

Mr Purnell asked if the questionnaire was solely carried out for Speedwell patients, and yes it was,

It was agreed to run the same questionnaire at Longwood on a smaller scale to get their views and opinions and then address the needs of the Longwood population also.

Dr Jindal instructed we question 100 patients at Longwood and report back to the group on completion.

The following comments were discussed

Information

- More privacy at reception – Unfortunately the surround sound music in reception has been unable to be fixed, which if working would create a distraction – need to contact the telephone company to rectify this
- Suggestion by the group would look into the option of a television in the waiting room, which could advertise or promote health or just act as a normal television – the practice agreed to look into the several options of this. Concerns were raised over how much advertising would be, and who would pay for this?
- Would be useful to know the opening times – The doctor's rota from 7th April 2014 would be changing, Susan would ensure the times for opening were more prominent and produce new timetables to be given out at reception, for both Longwood and Paddock, and change on the website.

Appointments

- Several comments were made over the amount of time it takes to get an appointment for a doctor and the amount of time waiting in the surgery for your appointment. – the practice explained this was being addressed, we have had an independent company in "Primary Care Foundation" who are working with us to improve our efficiency with the appointment system. We are also trying to educate patients about managing their health and not to panic, when something isn't right and to stay with their usual doctor.
- We have introduced doctor on call system, to help manage the urgent demand daily

- The balance of the doctors rota was uneven with all 6 partners in on a Monday and only 3 on a Friday. It was felt that the practice was creating some of the demand with having lack of cover at the end of the week. It has been agreed to change the doctor's rota around to accommodate this.
- To reduce the waiting times we have implemented a Health Care Assistant to do all the preliminary measure before seeing the GP i.e. height, weight, blood pressure.

Telephone

- Difficultly getting through on the telephone was the most comment recorded – The practice hope this will be reduced by patients ordering prescription and booking appointments through the online system will reduce some of the pressure
- The practice felt informing patients about their results come be done more efficiently, and they were looking into the possibility of text messaging instead of asking patient to ring back or making them a follow up appointment. This needs carefully process mapping out first

Staff/Surgery

- The feedback for the staff was very pleasing, but the practice felt there is always room for improvement and how important it was to maintain a good reputation.

Mr Bostock commented on how good and clear the presentation of the questionnaire was.

The group were in agreement with the questionnaire and was signed off.

Consultation

- The group felt reassured that although at times you had to wait a while to see the doctor, they felt once they were in consultation you had time to talk to the doctor and felt you weren't rushed.

Change of Doctor's Rota

As discussed earlier from the 7th April the rota would change. These changes were discussed with the group.

DATE OF NEXT MEETING: THURSDAY 15TH May 6.30pm