



## **Minutes: Patient Participation Group (PPG)**

**Wednesday 27<sup>th</sup> June 2012**

**7.00pm – 8.45pm @ Speedwell Surgery**

### **Apologies**

Mr Joseph Haigh, (Patient) Mr Imram Saleem (Patient) Miss Anum Saleem (Patient)

### **Those in attendance**

Mr John Bostock (Chair, patient ), Susan Lewis (Minute taker, Practice Manager Speedwell Surgery ), Dr B K Jindal (Facilitator and Senior Executive Partner Speedwell Surgery), Dr S Nazir( GP Partner Speedwell Surgery), Ms Dee Haigh ( Patient ), Mr Graham Purnell ( Patient)

**Minutes of the last meeting:** 7<sup>th</sup> March 2012

These were read as a true and accurate record

### **Matters Arising**

### **Questionnaire**

Since the last meeting Ms Haigh redesigned the questionnaire to ensure it was more user friendly for all our patients. The group and partners at Speedwell approved the questionnaire and it was then distributed out to 250 Speedwell patients over a period of 8 weeks. It took longer than anticipated as patients were a little reluctant to fill “another form in”.

### **Patient questionnaire feedback**

The format of the questionnaire feedback was in two sections, a series of bar charts for the first 24 questions and then a summary sheet of all the comments/recommendations made by the patients.

### **Part One (Attachment (1))**

Overall the questionnaire had a positive response, although we felt there is always room for improvement. The patients were very positive with the questions relating to “section2, The Doctor”.

We felt that reviewing the actual comments of the patients would be more useful for the group to gain an insight of the practice questionnaire findings.

The following points were discussed and a action plan set:

## ACTION PLAN

Comment	Agreed Action by the practice
<p><b>Phone:</b> Several comments relating to access</p>	<p>The surgery has just appointed a new telephone company who are updating and reviewing the way the phone system works and working with the surgery to improve better access</p> <p>The practice are in the process of reviewing how patients can discuss a problem over the phone, and the practice will be looking into telephone consultations or a GP on call each morning to deal with this demand</p>
<p><b>Prescription Line:</b> 2 comments about the length of time the lines are open</p>	<p>The surgery felt that 3 ½ hours a day dedicated to prescriptions was more than adequate.</p> <p>It was felt in the future we may start to look at ordering prescriptions on line, but only when there was a robust and safe system to carry this forward</p>
<p><b>Technology:</b> Requesting text messaging Improve the intercom system, visual aid for calling next patient Informing patients of waiting times</p>	<p>6<sup>th</sup> July the practice are going onto System 1 which allows the surgery to send out text messages to remind patients of appointments etc With system one we will use the "Jayex" display board to aid with calling patients down to the consultation rooms The practice would feedback to the receptionists through their receptionist meeting to start to inform patients of waiting times</p>
<p><b>Appointments Availability/Waiting times</b> Several comments about the appointment system with regards to too long waiting times to book an appointment either routine or urgent</p>	<p>With the implementation of S1 the surgery plans to review the way the appointment system works and are going to factor in various new processes such as adding in ¼ hour (admin time) which can be used to triage/ring patients back. The surgery plans to look at the appointments and if a patient requires a 20 minute appointment this can be factored into the appointment system. The surgery is also going to try and work out for each clinician a "on call" morning which will reduce the pressure on the appointment system</p>
<p><b>Opening Hours:</b> 4 comments about Saturday morning and late night surgery.</p>	<p>The surgery reported they used to have a Saturday morning surgery, but was never utilised or used to its full capacity.</p> <p>The surgery instead used the hours from Saturday to have 3 late night surgeries a week on a Monday, Wednesday and Friday. Via the website the surgery</p>

	would advertise these late nights as it was felt services are not always known.
<p><b>Receptionist/GP's:</b> Mixed feedback from the questionnaire, ranging from excellent service, friendly admin nurses and doctors to unhappy with receptionist, can seem rude, unhelpful and uncooperative.</p> <p>A comment was made about looking at the notes first before seeing the patient to avoid wrongly administering medication in case the patient has an allergy</p>	<p>The surgery has an on going programme to continually improve staff training and customer care. The MDU have recently given training to all Speedwell staff on handling difficult patients.</p> <p>With the new computer system the surgery is confident that any allergies should be visible to see and mechanisms in place to avoid such errors</p>
<p><b>Waiting Room/Toilets</b></p> <p>Seating area needs to be refurbished. The organisation of magazines and newspapers Note in unisex toilet for mums about diapers is sexist</p>	<p>Both Paddock and Longwood has just had a refurbishment of their seating A designated staff member has been assigned to organise the posters, magazines etc The note in the toilet will be replaced with the appropriate wording, so not to upset anyone</p>

## Paddock and Longwood Family Practice Website

The practice showed the group their website, which is almost complete, but we required feedback from the PPG and then approved by all the staff and partners at the surgery. Dr Nazir demonstrated the various headings etc and the contents of the website. The group gave positive feedback and would in their own time view the website again at a later date and give any feedback as and when. Dr Nazir planned to have the website up and running within the next few weeks.

## News from the practice

Dr Jindal informed the group of what we had planned in the next few weeks. The following were discussed.

- Discussed the implementation of System 1
- Next few weeks having a self check in system
- Text messaging service
- Our plan to address "did not attend" patients

## Any Other Business

The chair requested at the next meeting to have this as the first item on the agenda, because of the time constraints. This was agreed. Susan Lewis would address this.

**Date of Next Meeting: Wednesday 5<sup>th</sup> September 2012 7pm at Speedwell**