



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

**Thursday 4<sup>th</sup> June 2015 6.30pm @ Speedwell Surgery**

**Apologies**

**Sajida Afreen**

**Those Present**

Dr B K Jindal (Senior Partner at Speedwell Surgery) Dr S Nazir (Partner at Speedwell Surgery) Susan Lewis (Practice Manager, Minute Taker) Mr John Bostock (Chair, Patient) Mr Graham Purnell (Patient) Mr Simon Haigh (Patient) Amanda Greaves (patient), Sadia Sarwat (Patient)

**Welcome 1 new Member**

The chair welcomed Sadia Sarwat to the group. Sajida Afreen could not attend.

Dr Jindal gave a brief description of the work carried out at Speedwell Surgery, pointing out we have 2 surgeries one at Paddock and one in Longwood. The surgery has nearly 9,000 patients registered. We are a teaching practice for both under and post graduate medical students, and we offer a comprehensive range of services.

**Minutes of the last meeting discussed:** Thursday 5<sup>th</sup> February 2015

**Any Other business**

The topics highlighted will be picked up on the agenda items.

**News From The Practice**

**Friends and Family Test**

The group were shown the link on the website for the Friends and Family Test. So far 10 patients had used this feedback process and 6/10 patients recorded, "extremely likely" would recommend our GP practice to friends and family if they needed similar care or treatment.

The group received a summarised copy of all the comments received. Some were very positive, and some negative. The practice acknowledged the feedback and are working towards improving the service.

**CQC (Care Quality Commission)**

Dr Nazir described the work of the CQC and that they were coming to inspect 25% of practices within Huddersfield CCG in August 2015. We will not be notified until 2 weeks before if we are chosen to be inspected. The practice is working hard at the moment to ensure all their processes and systems are up to date.

## **Telephone**

### **Prescription Line/Times**

Due to feedback from receptionist, the time and position of the prescription line is under review. It has been proposed to move the prescription line from the back of the office to the front and move the times when patients can ring in. The practice is also looking to upgrade the telephone system.

### **Appointments – Online Services**

#### **Book Appointments**

Through the online services patients can book “pre bookable appointments”. At present nearly 1,000 patients are signed up for this service, but only 35 patients per week are using this service at present. The practice felt they needed to publicise this service to optimise its usage. This would alleviate the pressure on the telephone also.

#### **Repeat Prescriptions**

Patients can order their prescriptions on line also, and use the EPS (Electronic Prescribing Service), which enables repeat or acute prescriptions to go electronically directly to chemists. This service is very useful and improvements are ongoing with this service all the time. There have been some teething problems, but a lot of these have been ironed out now.

#### **The Appointment System**

The group were shown a breakdown of appointments available in a week, which were pre book appointment, on the day appointments, on call rota appointment and extended hours appointments. It was acknowledged at practice level that we did not have the balance of appointment quite correct. The practice acknowledged that we need more pre bookable appointments. The practice is working on changing the appointment system to accommodate more pre bookable appointment on the system.

#### **Waiting Times**

The practice has had some complaints from patients about the length of time they have to wait to see the doctor. Sometimes this can be over an hours wait. The practice acknowledged this was a problem. Dr Jindal explained that patients can attend with multiple complex problems and having a 10 minute appointment is not adequate to deal with these problems. It was suggested that patients known to the practice who have complex problems should have a double appointment so adequate time can be allocated, which may alleviate waiting times.

Date of next meeting: **Thursday 6<sup>th</sup> August 2015 6.30pm at Speedwell Surgery**