



Minutes : Patient Participation Group (PPG)

Wednesday 4th December 2019

5.45 pm – 7.15 pm @ Speedwell Surgery

Apologies

Simon Haigh (patient) Dr M Mohbeen Dr O Akhtar Dr S Ahmed

Those Present

Dr S Nazir (Partner at Speedwell Surgery) Susan Lewis (Practice Manager, Minute Taker)
(John Bostock, Patient) (Lynda Bucci, Patient) (Graham Purnell).

Introductions

Dr Nazir updated the group on the partners and developments in the surgery. We now have 2 trainers (Dr Mohbeen and Dr Nazir) . Dr Akhtar mentors the 3rd Year Medical Students. (one student every 6 weeks for 8 months in the year).

Dr Nazir also explained how the Primary Care Network were developing and what work we were doing and how it is about working with other local surgeries more closely . Our network is called “The Viaduct Network”. Dr Nazir explain why we were call this and named all the other network groups also. The group felt they could relate to this and were interested in the local priorities etc.

Phone Message

To help the receptionist care navigate patients more efficiently and for patients to understand why the receptionist may ask “what is the problem today? Dr Nazir asked the group what they thought about a message added to the telephone when patients ring up. A few examples were given and they felt this was a good idea.

Action: Dr Nazir to put message on phone

Minutes of the last meeting 14th August 2019

Appointments

The practice has spent a lot of time and effort changing the appointment system. It has been simplified and were giving more in advance appointments, introducing 7 days, 14 days, and 56 day embargo appointment which get released in a timely manner. This has been introduced in the last 2 months, but the surgery felt this was working a lot better.

The group had gone on line before the meeting and had found appointments they could book within days in fact next Tuesday. They felt this was a great improvement also. Dr Nazir explained patients didn't always want to see any GP in the practice but, were wanting a specific GP which the practice felt they could not give an appointment within days if wanting a specific GP.

Dr Nazir reported to the group that we still have in a period of 3 months over 500 missed appointments, which the practice felt was shocking. In a year the surgery offers in the region of 36,000 appointments a year.

We explained to the group that we had introduced a DNA policy now which if a patient DNA's 3 times in a period of a year they will be given a warning letter and on the 2nd DNA appointment and after discussion with the team if they DNA another appointment after that they will be asked to leave the surgery.

The practice has invested in MJOG which is an additional text messaging services . One of the features is the patient can text us back if they want to cancel an appointment. This will automatically cancel the appointment, saving the patient having to call up the surgery and clogging up the lines.

This was in its early stages and the surgery, were going to explore other features it had to enhance the patient's experience/journey.

CQC

The practice had their CQC visit 17th September 2019. The members had been sent the report 2 weeks earlier to read and have chance to ask questions about the visit etc. They asked about "Are Services Responsive" which we were marked down as requires improvement.

The surgery had been informed this was down to the national survey which was low on appointment satisfaction , and experience of making an appointment. Hence why we had worked so hard to change the appointment system and try and improve our accessibility.

The results of the survey showed the uptake of the survey responses were poor. The group felt due to our population they felt we may never get a good response due to language barriers etc.

Mr Bostock felt he wanted to do something about this. He would like Susan the find the name and address of the authority that issues these surveys and write to them.

Action: Sue to find this information out

To measure if the appointments were working and satisfaction had improved the group had decided to run a internal questionnaire. One of the members volunteered to come in and hand the questionnaires out for us at the surgery. We agreed on obtaining 75 and this should be done the week commencing 16th December 2019. The results will come to the next meeting(Lynda will analyse the results and report back) and we aim to conduct this questionnaire every year from now on.

Action: Sue/Lynda

Social Prescribing

The practice through the network have a social prescriber's clinic fortnightly on a Friday for any patient that would like to attend with a non medical condition. This could be simply because they are low in esteem or lonely.

The Social Prescriber (Rebecca) has done a presentation for all the staff so they could identify any patient they felt met this criteria to add to her clinic.

Date of Next Meeting:

Once the questionnaire had been collated and analysed and results ready. The groups also wanted a presentation on the data pack we had received about our network. Dr Nazir will present this at our next meeting

February 2020

