



Minutes : Patient Participation Group (PPG)

Wednesday 14th August 2019 2019

5.45 pm – 7.15 pm @ Speedwell Surgery

Apologies

Amanda Greaves (Patient) Dr Omar Akhtar (Partner) Simon Haigh (Patient)

Those Present

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

Introductions

The members introduced themselves and we welcomed our new member Lynda Bucci to the group. Dr Nazir was present at the meeting today, but a different partner may attend the next meeting. We felt it would be good for the group to meet all the partners and not just one.

Update On The Practice

In the last two years Dr Swift and Dr Stiles have left the practice and on the 31st March 2019 Dr Jindal retired.

The new partners now are: Dr Sajid Nazir, Dr Omar Akhtar, Dr Shazia Ahmed and Dr Mohammed Mohbeen.

We also have two trainees Dr Madiya, who joined in February 2019 and Dr Ali who just joined our practice in August. Dr Mohbeen and Dr Nazir are the trainers for the practice. We also have nurse medical students, Leeds University Medical Students and Greenhead Colleague students for work experience. We want to continue to develop our surgery to be a bespoke training hub.

Primary Care Network Teams

We explained about the development of these teams , which are in their early stages of the Primary Care Network Teams , and who we are building relationships with. We are “The Viaduct Care Network” working with local surgeries such as New Street and Netherton,

Meltham Road Surgery, Thornton Lodge, Fieldhead Surgery, Crosland Moor Group Practice, Newsome Surgery and Lockwood Surgery. We meet at present once a month with a covering population of around 55,000 patients between us. These have been allocated geographically by the Greater Huddersfield Commissioning Groups.

GP Patient Survey 2019

The practice as a team had reviewed the results and in summary these are the results

Find it easy to get through by phone	57%
Receptionist Helpful	80%
Appointments times available	48%
See or speak to their preferred GP when they would like	56%
Offered a choice of appointment	55%
Satisfied with the type of appointment offered	57%
Took the appointment they were offered	96%
Described their experience of making an appointment as good	50%
Waited 15 mins or less after their appointment to be seen	57%
Healthcare professional they say or spoke to was good at giving them enough time during their last appointment	84%
The healthcare listened to them	90%
The health care treated them with care and concern	88%
Patient involved as much as they wanted in the decision of care and treatment	94%
Patient had confidence and trust in the healthcare professional	96%
Healthcare Professional recognised or understood any mental health needs	90%
Patient felt their needs were met	96%
Patient had enough support from local services to manage their long term conditions	82%
Describe their overall experience of this GP practice as good	76%

As a team we were very disappointed and frustrated with the experience of making an appointment and the appointment system in general. We wanted to share these results with the group and obtain their experience of making an appointment and length of time etc.

The surgery felt that we had done a lot of work on trying to find a balanced approach to appointments and had done a lot of work with Productive General Practice to try and drill

down the activity of the practice and patients. We are offering over 35,000 appointments a year, yet the members of the group had experience not been able to get an appointment for over 6 weeks.

If you wanted an urgent appointment on the day , these appointments were available if you could get through on the telephone.

A wide discussion ensued about appointments the practice was going to trial and open up 7 day embargo appointment and two week embargo appointment and also add in more routine appointments. The practice may introduce telephone consultation appointments also .

We felt we needed to work smarter and the solution was not to add more appointments in. The group felt the demand had changed due to the life style of patients. They felt later appointments after work would be beneficial or early morning before work.

The practice explained with did extended hours on a Monday to try and accommodate the working population.

The group wanted to reflect on these results and feedback later once they had digested them.

Lynda asked if we had done a recent questionnaire of our own to ask the questions What do our patients wan?. This has not been done for a while.

Action:-

Susan to get the original questionnaire out, sent to the group and we would amend as appropriate. We felt keep with the original questionnaire so this allows you to be able to compare results

CQC

Susan explained that a few weeks ago we had had a telephone interview with CQC and that we were now expecting a visits very soon. The group agreed once this date was finalised they would meet before to see what support/help they could give.

Lynda was more than happy if available to come to surgery and hand out the questionnaires for us to ensure they were completed.

Date Of Next Meeting

Susan will inform the group as soon as a CQC confirm the date and we will organised a meeting then.