

Park View Surgery

Notes of Patient Participation Group Meeting 28 February 2012

Present: 2 Practice Staff, 1 Local Community Worker & 6 Group Members

Apologies: 2 group members sent their apologies

Introduction

SC thanked the group for their attendance. It was noted the main purpose of the meeting was for the Group to discuss the results of the survey and develop an action plan to take forward.

Patient Survey

It was confirmed that 81 completed surveys had been returned. The practice was required to have a minimum of 75 completed surveys based on 25 per 1000 practice population.

The responses had been collated and the data presented for each question. It was agreed the Group work through each question.

Q1 When did you last see/speak to a Health Professional from the surgery

This was a general question

Q2a How did you make your last appointment?

Over the telephone

On line

Visited the Surgery

The Group commented on the number of people who booked online and it was agreed the service has to be there to meet the needs of patients. It was noted patients visiting the surgery to make an appointment was low.

Mr B commented that from his experience access at the surgery seemed quite good compared to access at other surgeries. He felt the turn-round from booking to being seen was quite a short timescale.

The Group also compared the the method of booking by age group requested details of the age profile of the practice. It was agreed this would be produced.

The Group commented that telephone access was by far the most popular means of booking an appointment and queried whether telephone access had increased since the change of telephone system and the change to a local

number. It was agreed this would be explored further to determine if this could be done with the data available from the telephone system.

Q2b How easy was it to make this appointment?

Very Easy Easy Difficult Did you see the clinician of your choice

Mr M asked why it was difficult to book an appointment accepting that the numbers were low. It was agreed further clarification was required to determine if the problem was related to the options on the telephone system or availability of the clinician.

Mr B highlighted that Continuity of care important which was the strength of a small practice.

SC advised she felt the figures were disappointing around the number of patients who did not get the clinician of choice. The group felt this question could have been misinterpreted. The Group acknowledged again that continuity of care was important. Mr B also highlighted that appointments can be booked by other clinicians and these would not be reflected in the responses eg Nurse Practitioner booking a GP appointment.

Q3 How helpful do you find the practice staff

Good Acceptable Poor

- a) Receptionists
- b) Nurses
- c) GPs

The Group commented that all the responses were good and it reflected in practice. It was noted some respondents had put additional comments of excellent and very good which were not included on the original questionnaire.

Q4 The last time you saw a GP/Nurse how good were they at each of the following?

	Very good	Good	neither good nor poor	Poor	very poor	doesn't apply
giving you enough time						
asking about your symptoms						
Listening						
explaining tests and treatments						
involving you in decisions about your care						
treating you with care and concern						
taking your problems seriously						

The Group were happy with the outcome of the survey and noted that the GPs had welcomed the results.

Action Plan

The Group agreed that the following Action points be prioritised.

- 1 Provide an age profile of the practice
- 2 Explore the possibility of comparing the volume of calls into practice now with those when the 0844 number was in situ.
- 3 Undertake further work to clarify why some patients were finding it difficult getting appointments.
- 4 Ensure a board is available in Reception to inform patients if a surgery is running late.
- 5 Continue to publicise membership of the Patient Participation Group.

The Next Steps

- To ensure the results of the survey are available in the surgery and on the website.
- Submit required information to the PCT.
- Address the Action Plan

AOB

Repeat Prescriptions – Mr Mc queried why the practice specified 48 hours for repeat prescriptions when they were usually turned around in 24 hours. It was noted that whilst the majority of prescriptions were issued within 24 hours this could not be guaranteed as if there was a query or a medication review was required it may take longer than 24 hours. Patient expectations would be raised that could not be met.

Medication Reviews - Mr C asked if medication reviews were undertaken as it stated on his prescription counterfoil. It was explained that were possible the Nurse Practitioner or GP would undertake these in consultation but with some medications blood tests etc may be required but a review can be undertaken.

Date and Time of Next Meeting: 25th April 2012