

Minutes of Patient participation group

Wednesday 30th January

3 members of the group were able to attend the meeting. The university welfare officer was unable to attend but met at a later date with a member of the practice to discuss any issues that were felt to affect the practice student population.

One new member was welcomed to the group.

Patient satisfaction survey results

The results of the survey were circulated with the agenda prior to the meeting. The majority of the discussion at the meeting related to the survey results. The results are attached at the end of these minutes.

In general we were pleased and encouraged by the survey results particularly the following responses:

How satisfied are you with the hours that your GP surgery is open?

Answer	Count	%
Very happy	104	41.8
Fairly happy	112	45
Fairly unhappy	6	2.4
Very unhappy	5	2
Don't know	10	4

How do you rate the way you are treated by the receptionists at your surgery?

Answer	Count	%
Very good	125	50.2
Good	105	42.2
Poor	3	1.2
Very poor	4	1.6

Would you recommend your GP surgery to someone who has just moved to your local area?

Answer	Count	%
Yes, would definitely recommend	133	53.4
Yes, might recommend	75	30.1
Not sure	12	4.8
No, would probably not recommend	8	3.2

The responses to the questions about GPs consultations did not appear as positive as they could because of the large number of "don't know" or "not sure" responses. This may be because a

significant number of patients completing the survey said that they had not seen a doctor in the practice in the last 6 months (55/247).

We felt that it was interesting to note that if the numbers of patients responding with “doesn’t apply” were removed from these results the percentage results were mainly in the mid to high 80s (86.5% to 89.7%). Only two results were lower than this, one of 75% in answer to explaining tests and treatments, and 78.1% in answer to the question about helping to manage your illness after the appointment.

Future actions as a result of the survey

We were disappointed to note that despite advertising and promoting the on line booking for appointments and ordering of repeat prescriptions, this service is still not well used.

Question 2 63/247 would like to use the on line appointment booking

4/247 actually book on line

1. Encourage the use of the on line services

- In the week prior to the meeting the following text message was sent to all patients:

“ If you would like to be able to use De Montfort surgery web site to book appointments and order repeat prescriptions please ask about a log in and password at reception.”

- We plan to raise awareness of the on line booking service for appointments by; notices, messages on repeat prescriptions and encouragement from practice administrative and clinical staff.
- We will try to evaluate the response to this by monitoring the means of booking appointments, and by further small audits or surveys. It will be particularly important to try to establish what the barriers are to using the on line booking if there is no increased uptake over the next few months.

2. Continue to monitor and further improve the appointment system

- The practice has looked at continuity and the DNA rate during this year by arranging small audits. These have been circulated to PPG members and discussed at the meetings. There has been a sustained reduction in the DNA rate which is principally felt to have been due to text reminders being sent out about appointments.
- The practice continues to strive to improve and refine the appointment system. Following the recent audits that we have undertaken looking at the balance of pre- booked and immediate access appointments we plan to have meeting with all the doctors and the reception manager to see if we can improve the current system at all and respond better to the demand for appointments.
- There are notices about the different ways to book appointments but we felt that we need to continue to develop the ways that we disseminate this information.
- A concern of one of the group members, and sometimes a cause of complaints, is waiting time/ GPs running late. This was not highlighted by the survey but it was agreed that we would consider this at the next meeting. It was suggested that patients should be able to book longer appointments if they felt that this was necessary. Fran Duggan felt that a large number of double appointments are booked but it was agreed that this is often left to a

request by the patient, or the doctor or the knowledge of the receptionists about individual patient's needs.

Action

- Regular reports/ audits of appointments available, waiting time, look for patterns, discussed extending surgeries, introducing catch up slots, making new patients aware that some GPs are more prone to running late than others so that patients can choose who they see depending on the time pressure they are under.
- Feed back to the group statistics about the number of double appointments that are booked.

The practice will consider how decisions about double appointments are made.

Is it possible for this to be coded in some way to make it easier/more reliable for patients to have a double appointment if this is needed?

Is this always the case or does the need vary even for the individual patient?

3. Development of the PPG

We consider that despite the size of the group we have achieved a great deal in the last year.

All of the objectives in last year's action plan have been achieved, although some such as the audit of the appointment system and the way that we communicate as a practice with our patients are ongoing.

We would like to have greater student representation, although we appreciate the involvement of the student welfare officer and value her views.

Action

- Continue to promote the PPG
- Establish a virtual PPG to compliment the current group. We hope that this would enable those who cannot attend meetings to share their views on the current topics under discussion.

It was felt to be particularly important that we have a good representation of patient's views as the CCGs establish themselves and solicit the views and opinions from the PPGs. The group felt that they would be more able to defend services or encourage the development of new initiatives if they believed that they were speaking for the majority of the patients. Receiving regular updates on the views of a wide range of the patients would give them a better mandate.

News

There has been a good response to the invitation for patients over 40 to attend for an NHS health check.

The smoking cessation clinic has been running at the surgery for a few months now. Links have been built up between the Square mile project, the university welfare department and the smoking cessation worker. It is hoped that it will be possible to promote the clinic more effectively as a result of this joint working.

Useful links with the Square mile project have been established. It is hoped that it will be possible to develop projects in the following areas;

- graphic design; poster development
- interior design/ architecture; to look at ways to improve the appearance of the waiting room
- Improve links between the university and the community with particular relation to health issues

Next meeting; March 13th 2013 6.15-7.30pm