

Patient Participation Group Meeting Minutes from 12th September 2012

Fran Duggan represented De Montfort surgery. There were 7 members of the group who were able to attend and apologies were received from a number of other members.

As the composition of the group varies, we started with introductions. We were particularly pleased to welcome the Vice President (welfare) from De Montfort student union.

Student representation

We discussed again, different ways that we could use to encourage student involvement with the Patient Participation Group (PPG). Via the student union it has been agreed that information about the Patient Participation Group will be circulated through the student newspaper. It was felt that this might also provide students with the opportunity to become involved in a community group, which they may find useful in terms of experience and their own development. It may be possible for us to put up posters in the halls, advertising the patient participation group. The student officer will find out about this for us. It was agreed that in the short term, a poster will be designed by the practice, which could be used for this purpose until a further poster is available.

Action Fran

Other ideas were suggested about how to involve students. One idea was to have a surgery open day maybe entitled, "tea with your GP". Another suggested idea was to see whether the Vice President for media and communications would be amenable to having a radio question and answer session with an invited GP from the surgery. It was hoped that this would raise awareness of both the services offered by the surgery and the opportunity of joining the PPG.

Care Quality Commission

The upcoming registration with the Care Quality Commission was discussed and the fact that contact with the PPG may be requested by the Care Quality Commission inspectors when they visit next year. As part of the preparation for the Care Quality Commission, a draft constitution had been written which included the terms of reference that the group had previously agreed. The group were happy to approve the constitution.(attached to these minutes) They felt that is was straightforward, clear, and encompassed all they hoped to achieve. We did not currently feel the need to elect a chair or any other officers and we are currently happy with the surgery undertaking administration on behalf of the group. The group was also happy for the surgery to remain as the contact point for the Patient Participation Forum.

PPG conference

There was some discussion about the PPG conference and the feedback from this. It was agreed that this information would be circulated with the minutes so that people could read it and it could be discussed at the next meeting. It was agreed that the invitation to the Patient Participation Forum would be circulated to the group in time, so that anyone who wished to attend, could do so. Information about a Patient Participation meeting in October was circulated and it was hoped that one member of the group would be able to attend.

Clinical commissioning group (CCG)

We still felt that we were not completely clear about how the role of the CCG would impact on patient care or activity for the practice. The following information was received from Leicester LINK, "At a recent meeting of the PPG forum (which is supported by the Leicester LINK) a unanimous decision was taken by the members who attended to reaffirm the reason the PPG forum was set up in 2011, which is to act as an independent forum and central contact point to take forward issues and concerns raised by PPG chairs, practice staff and patient groups directly to the Clinical Commissioning Group (CCG), through the LINK/health watch representative who has a non-voting seat on the CCG board".

It was hoped that over the next 6 months it will become clearer how we can express our views about any issues that were of particular concern to our practice population. It was accepted given that the practice population is divided between students and local residents, there might be different health needs and requirements and we need to be aware of this when thinking how to contact services or raise issues with the CCG.

Alternative therapist

It was hoped that we would be able to discuss the letter that the group wished to send to the PCT at the next meeting about the possible use of one of the practice rooms for an alternative therapist.

Missed appointments

We continue to monitor the number of DNA's. We are pleased that the number of DNA's seem to be lower than when we initially started collecting the data in March. However we felt we still needed to continue monitoring the situation as it could just be normal variation of the number of missed appointments. Fran explained the practice were continuing to send texts, reminding people about appointments but there had been some issues with the texting system, particularly affecting texts sent on Sundays in preparation for Mondays appointments. The practice is continuing to work to resolve these.

We are now sending texts when people have missed appointments, but have previously stopped doing this because of a concern raised by a patient. We have re-worded the text and hoped that this will now be acceptable.

The following message is now being sent:

'Please note this is an automated message; we noticed you did not attend your appointment on (insert appointment date) please try and phone 0116 222 7272 to cancel in advance where possible'.

It was suggested that receptionist should try if time permits, to add at the end of their conversation when booking an appointment the phrase 'if you cannot make the appointment can you let us know'.

It was also suggested that we try and design a poster encouraging people to bear in mind if they do not attend an appointment, someone else may be prevented from seeing a GP. It was suggested that

we think about the design of this, whether it could be cartoon or something cute that might get across the message without appearing to be overly critical or authoritarian.

The vice president for welfare offered to look into whether it would be possible to ask design students to help with the design of posters and information for the practice. We hope this will be a really good opportunity for somebody to use their skills, gain practical experience and to have contact with the surgery.

Continuity of care

There was an on-going discussion about the information we collected last time through ;

- our patient questionnaire,
- the further survey that we did on continuity of care and difficulties accessing appointments,

We also considered:

- the difficulties of balancing the number of immediate access appointments and the number of pre-bookable appointments
- the availability of telephone appointments and triage appointments.

It was agreed that we will try and bear all of this in mind when looking at the design of the patient satisfaction questionnaire this time.

The practice is planning to review the situation with appointments in October, looking again at appointment availability and demand.

The patient satisfaction questionnaire was circulated and we agreed to spend more time discussing the design and questions at the next meeting.

The PCT was very happy with the work that we did last time. We could just reuse the questionnaire that we used last time if we wished.

By the time we meet in November it was hoped that people would have had the time to look at the survey and that we could finalise the questionnaire and make any changes at the next meeting.

Feedback about our report and activity so far from the PCT has been very positive.

Improving the surgery environment

We now have a number of noticeboards up, leaflet racks and it is hoped that next week the artwork, some on loan from the university and some on loan from individuals, will go up in the surgery. Many thanks to those members of the group, and individuals who helped with the choice of the art work.

What next?

Unfortunately we had run out of time by the time we got to this agenda item!

We decided this would be one of our main agenda items for the next meeting.

Date for the next meeting: Wednesday 14th November at 6.15pm.

De Montfort Surgery Patient survey

Dr Cross and partners

We have developed this survey with the help of our patient participation group. Please complete the survey on line or print out a copy and hand it in at reception. It will take about 10 minutes to complete. Your feedback will help us to continue to monitor and develop our services.

Have you seen a doctor or nurse at the surgery in the last 6 months?

- Yes
- No

How do you usually book your appointments to see a doctor or nurse at the surgery?

- In person
- By phone
- Online
- Other method

Which of the following methods would you prefer to use to book an appointment at the surgery?

- In person
- By phone
- Online
- No preference

When you book an appointment, how often do you get the doctor you prefer?

Please select the option that applies

- Always or most of the time
- A lot of the time
- Some of the time
- Never or almost never
- Don't mind who I see

If you need to see a GP urgently, can you normally be seen on the same day?

Please select the option that applies

- Yes
- No
- Sometimes
- Don't know/never needed to

How easy is it for you to get an appointment with a practice nurse at your surgery?

Please select the option that applies

- Haven't tried
- Very easy
- Fairly easy
- Not very easy
- Don't know

Thinking of the times you have phoned the surgery, how do you rate the ability to get through on the phone?

Please select the option that applies

- Very good
- Good
- Poor
- Very poor
- Don't know / never tried

In the past **6 months**, how easy have you found the following?

Speaking to a health professional on the phone?

- Easy
- Difficult
- Never tried

Obtaining test results by phone?

- Easy
- Difficult
- Never tried

How do you rate the repeat prescription service if you use it?

- Very good
- Good
- No opinion
- Poor
- Very poor

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

- Very happy
- Fairly happy
- Fairly unhappy

- Very unhappy
- Don't know

How do you rate the way you are treated by the receptionists at your surgery?
Please select the option that applies

- Very good
- Good
- Poor
- Very poor

In the reception area, can other patients overhear what you say to the receptionist?
Please select the option that applies

- Yes but I don't mind
- Yes and I am not happy about it
- No, other people can't hear
- I don't know

Have you used the surgery website?

- Yes
- No

Do you find it helpful?

- Yes
- No

Do you find the web site easy to use?

- Yes
- No

Please suggest any ways that we could improve the web site.

In June 2011 we moved to our new building.
Are you happy with the new building?

Asking about your symptoms?	<input type="checkbox"/>					
Listening?	<input type="checkbox"/>					
Explaining tests and treatments?	<input type="checkbox"/>					
Involving you in decisions about your care?	<input type="checkbox"/>					
Treating you with care and concern?	<input type="checkbox"/>					
Taking problems seriously?	<input type="checkbox"/>					
Helping to manage your illness after appointment?	<input type="checkbox"/>					

How long do you usually have to wait at the surgery for your consultations to begin?
Please select the option that applies

- 5 minutes or less
- 6-10 minutes
- 11-20 minutes
- 21-30 minutes
- More than 30 minutes

How do you rate this?
Please select the option that applies

- Very good
- Good
- No opinion
- Poor
- Very poor

Are you given an apology if you are kept waiting?

- Yes
- No

We offer a number of specialist services that are not often available at GPs surgeries. If you have used these services please answer the following questions.

Are you satisfied:

	Yes	No	Never used this
With the musculoskeletal/sports medicine clinic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With the ultra sound scanning service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With the contraceptive services we offer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With the minor surgery service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you are not happy with these services please let us know what we could do to improve them.

You can also indicate any other services you would like to see provided at the surgery or any other comments that you would like to make about areas that you feel have not been covered by the questionnaire:

We collect and monitor the following information to ensure that we are treating all people fairly and to help us identify any barriers that may need to be addressed.

It would help us if you can answer these questions but please leave them blank if you prefer not to say.

Q1. Are you male or female?

- Male
- Female

Q2. How old are you?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 or over

Q3. Which of these best describes what you are doing at present?

Please select the option that applies

- Full-time work
- Part-time work
- Full-time education
- Unemployed
- Permanently sick or disabled
- Fully retired from work
- Looking after the home
- Doing something else, (*please specify*)

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Q4. In general, how would you describe your health ?

Please select the option that applies

- Excellent
- Very good
- Good
- Fair
- Poor

Q5. Which ethnic group do you belong to?

Please select the option that applies

- White
- White British
- White other

- Black or Black British
- Black other
- Asian or Asian British
- Asian/Indian
- Chinese
- Somali
- Mixed race
- Other Ethnic group - please specify

Thank you for taking the time to complete the survey. The results will be available on the web site early next year