

Patient Participation Group 18th January

11 people had confirmed that they would be able to attend of whom 7 were able to be present at the meeting.

Members of staff present were:
Deborah Brunger, Practice Manager
Fran Duggan, GP
Thomas Smart, IT support clerk.

After a general introduction it was agreed that we would start by looking at the website. Various people had asked if we could do this, based on some of the discussion from the last meeting and Tom had come along to demonstrate this.

Website

Many people were surprised about the extent of information available on the website. A number of people had used it both to book appointments and to request repeat prescriptions. Unfortunately at the moment we have no idea how many “hits” we get on the website itself. We know that 700 patients out of a total of over 16,000 have requested a log in, so that they can book appointments or request repeat medication. Consequently we felt that it would be useful to raise further awareness of the breadth of information and advice available on the website.

Action: The practice staff will consider how to advertise the web site to our patients. We suggest that this is then discussed again at a future meeting.

Patient satisfaction questionnaire

There was some discussion about how the final report, based on the survey results, might be used by the PCT in the future. Fran Duggan has had some contact with a member of the PCT, who said he was willing to email members of the group about this and could include the PowerPoint presentation that he used when he spoke to the patient forum about this.

Action: Fran or Deb to contact PCT about the power point presentation and arrange for this to be sent out to the PPG members.

It was explained again that the formation of the patient participation group and undertaking the survey, was not compulsory but something that the practice had chosen to do as part of its enhanced services.

To date we have very few questionnaires that have been completed online, despite a reminder on the patient call-in screen and encouragement for patients to do so. We have had quite a number of paper copies completed, which will need to be entered online during the next 2 weeks. We will continue to encourage as many patients as possible to complete the questionnaire and have also sent out a recent text to all patients who have given us text consent, asking them to consider filling in the patient satisfaction survey online.

Action: Deb and Fran agreed that they would try and have the results available by the next meeting and we would also have started to write a draft report, enabling this to be discussed in the next meeting in March. The draft report and findings will be

circulated the week before the meeting in March to allow members of the group to have the opportunity to study the material before the meeting.

Surgery Tour

The group then undertook a tour of the surgery, looking at the consulting and therapy rooms available, and particularly looking at the waiting areas. It was generally agreed that the facilities in the new surgery are good, the building is pristine and there is plenty of space.

A number of issues however were noted; it was felt that the surgery looked quite bland and that although the previous surgery had started to look quite shabby, it had a more personal and more welcoming feel.

- There were some suggestions that art work, particularly from students at the university, could be displayed on the walls in the waiting room and the stair wells.
- It was felt there were insufficient notice boards in the waiting room;
- there were no facilities for leaflets to be made available in either of the waiting rooms.
- Sound proofing from the toilets in the first floor waiting room was felt to be poor
- the seating area on the first floor was felt to be inadequate, both in term of the numbers of seats available and the general feel of the waiting area, which felt impersonal and as though you were waiting in a corridor. Again there were no notice boards
- The only other comment that was made during the meeting was that the call-in screen should not state that the patient is seeing a psychiatrist, this breeches patient confidentiality.

Action: Tom agreed to look at this and we will hopefully change this tomorrow.

It was agreed that the next meeting would be on 14th March at 6 o'clock and that the draft report along with the agenda would be circulated the week before.

The minutes of the previous patient participation group meeting and the minutes from this meeting will be circulated to everybody by email and to those we do not have access to email by post.

Once they have been approved they will be posted on the patient participation group part of the website.

Many thanks to all who attended and made some helpful observations and suggestions.