

Patient participation group meeting

November 18th 2013

2 members of the group were able to attend and the surgery was represented by Fran Duggan. Several members of the group sent their apologies. Unfortunately several patients who had recently expressed an interest in the group did not attend on this occasion. Hopefully they will be able to attend future meetings.

Following the meeting minutes were received from a group member who had attended the PPG conference in Leicester in November. This item will be added to the agenda for the next meeting.

Web site

The IT clerk was able to give the group a "guided tour" of the new web site. The group were impressed with all the information available and the more appealing appearance of the web site and appreciated all the hard work that had gone into the development of the web site.

We have had a large number of patients requesting passwords to use the on-line facilities but do not feel that the on-line appointment booking has developed in the way that we had anticipated it might. One of the group had tried to book appointments on-line and had not found any immediate access appointments available despite trying between 8.30 and 9am. We are aware that it is a balance between facilitating on-line booking and offering appointments to patients who are phoning in but will consider whether we have got the balance right.

Action Fran ; To review booking of on-line appointments and see if the appointments can be remain available on-line until a little later in the morning.

Patient satisfaction questionnaire

We were pleased with the questionnaire that we produced last year and felt that we needed to make very few changes. The questionnaire is attached to the minutes and the following changes were suggested;

- Before the comments box after the question about on-line booking" If you have tried to book on-line but have experienced problems, it would be helpful if you could explain what these were".
- After the questions about the specialist clinics and the text box for responses we would like to add the following questions;

Did you know that the surgery had a Patient participation group?

Yes

No

If you would like to attend the Patient Participation Group meetings, please speak to one of the receptionists. Have a look at the web site for more information about the group.

- We discussed altering the ethnic groups section at the end of the questionnaire but eventually agreed to just change “Chinese” to “Chinese or East Asian”.

The questionnaire will be given out to patients in January 2014 so that we can have the results for discussion at the next meeting at the end of January.

De Montfort student volunteer

We have been discussing for some time how to increase the input from students into the PPG. The surgery has advertised through the student volunteer programme for two students to work with the PPG and help to promote the group both within the student and non-student groups. We have had 10 very good applicants for this volunteer role and will be interviewing with the help of the university next week. We hope that the students will be able to start their volunteer placement before the end of term. Fran asked if one of the PPG might be able to help with the interviews and this was felt to be a good idea.

Action Fran;

Short list and arrange interviews, co-ordinate with the PPG member and university staff re timing of interviews and contact the short listed students.

Feedback from external meetings attended by members of the group

This item was carried over to the next meeting as the members of the group who had attended the external meetings were not able to be present.

Information sharing

This was discussed when we looked at the web site. We have tried to put information on the website explaining the different proposed information sharing initiatives and the way that patients can opt out if they so wish.

Changes within the practice, new staff and staff leaving

Fran informed the group about the new GPs who have joined the practice over the last few months. We are also sorry to be losing our IT clerk, but wish him well in his new role. The members of the group were pleased with all the work that had been put into the new website.

Date of next meeting ;

Monday 26th January 2014