

Minutes of Patient participation group 28th November 2012

4 members of the group were able to attend the meeting. Apologies were received from several other group members. Fran Duggan attended on behalf of the surgery.

Patient satisfaction survey, review of questionnaire

We had agreed to consider this item as a priority in order to be able to start to ask patients to complete the survey before the end of term. We used last year's questionnaire as a basis for our discussion along with the previous results and the additional questionnaires about appointment availability and continuity of care that we had organised during the year.

We added some additional questions relating to continuity of care, use of the web site and on-line booking, the nurse prescribers as well as ease of access by phone.

The revised survey is attached to these minutes and will be available in hard copies as well as on the web site.

Revising the questions generated discussions about the phone system, appointment availability (for which there is attached a new audit) and DNAs.

We are pleased to note that the DNA rate continues to be lower since we introduced the text messaging service but feel that we need to continue to monitor the statistics for a complete year before we can draw any conclusions. (latest DNA figures sent with these minutes)

We were unsure why more patients do not use the on-line appointment booking service, given the results last year that indicate that this is the preferred option for a third of the patients surveyed. Members of the group felt that the system for gaining a password was quite complex and it was agreed that the surgery would look at ways to improve this as well as raising awareness of on line booking. Although use of the on-line booking service might decrease the number of calls to book routine appointments, it was agreed that it would not help with number of early morning phone calls for immediate access appointments.

We wondered whether it would be useful to send a group text to raise awareness about the web site and on-line booking.

Action IT clerk and Fran Duggan to explore ways to facilitate on-line access and consider publicising the web site and on line booking service.

DNA statistics

We reviewed the statistics and wondered if it would be possible to run more detailed reports so that we could try and understand if there are any patterns to the statistics, relating to type of appointment booked or the day of the week. The group were surprised to hear that much of the data about appointment usage had to be collected manually and would be interested to find out more about the system used.

As a result of the discussion about questions relating to reception staff, the group wondered how the staff would feel about having name badges. From the patient's point of view it would feel less impersonal if they were able to refer to staff by name.

Action

Fran Duggan to discuss this with receptionists and the reception manager.

Membership of NAPP(National Association of Patient Participation)

The group were pleased to hear that the PCT had paid for all PPG groups in Leicester City to become members of NAPP. We have been sent some useful information through with our membership certificate. We agreed to keep this in a box at the reception desk so that members of the group can ask to look at it while they are waiting for their appointment.

Action Fran Duggan

Surgery environment

We felt that we had made a lot of progress with improving the environment by having leaflet racks, art work and re-arranging some of the furniture. At the moment we did not feel that we needed to do anything further about this.

Promoting the PPG

Although the group is working well, we would still like to encourage wider membership particularly within the student population. Some information arrived about virtual patient participation groups with the NAPP membership and we feel that this might be a useful aspect to explore further.

Action Fran Duggan

News from the surgery

We have just started a smoking cessation clinic from the surgery and have a community alcohol worker and mental health facilitator who will both be running clinics from the premises.

Many thanks to those who were able to attend the meeting, which despite the reduced number of people able to attend on this occasion was very productive and useful.

Date of next meeting 6.15 on January 30th 2013