PORTER BROOK MEDICAL CENTRE PATIENT PARTICIPATION GROUP MINUTES

Thursday 1st December 2011 at 6pm

Dr Gurjit Barn Present:

GP Partner

Susie Uprichard Natalie Phillips

Practice Manager & Business Partner

Patient Services Manager

Anne Baird

Nurse

Leslie Green Emma Apsa Timothy Nelson Eileen Nelson

Apologies: Dr Kirsty Goddard

Fathir Khan

Judith Samways Catherine Morse

Craig King

Clare Rushen

1. Previous Minutes	Actions
The minutes from the last meeting were agreed by those present.	
2. Group Business	
Election of Chair, Vice-chair and Secretary ~ Due to the absence of several group members it was decided to defer the selection of these posts until the next meeting. Susie would act as chair for this meeting.	Agenda item for next meeting
Member Recruitment ~ Two patients have withdrawn their membership from the PPG for personal reasons. It has therefore been decided that the Group will aim to recruit an additional two/ three members before the next meeting. It was re-emphasized that our PPG needs to consist of a representative mix of the practice population taking account of age, gender, ethnicity, employment status and other socioeconomic factors.	Natalie
3a. The Patient Survey – Report and Analysis	
The patient survey was conducted over a three week period in November. Opinion was canvassed by handing out questionnaires on reception, placing the survey on the practice website for completion online and by emailing the survey out to our 'virtual PPG'. The Group agreed that these methods of distribution were appropriate and would ensure that the survey was as representative of our practice population as possible.	
A total of 400 questionnaires were received back; 28 arose from the virtual group and website, 372 were completed in the practice. The Group agreed that 400 was a sufficient sample size to ensure credibility (and an improvement on the National Patient Survey where 167 surveys were returned).	
It was suggested that in future surveys we could utilise our practice Facebook page in order to canvass opinion from greater numbers.	

As shown on the attached Power Point presentation Natalie reported on the outcomes from the patient survey.

3b. The Patient Survey - Proposed Actions

The Group discussed possible actions to take from the patient survey, however it was agreed that a conclusive action plan would be agreed at the next meeting once the remaining Group members had opportunity to offer their views. Key areas of discussion were as follows:

Agenda item for next meeting

- **1). Attendance** ~ The Group agreed that our results confirm that we have reached a cross section of service users ie. Those who attend the practice regularly and infrequently.
- **2). Booking Methods** ~ Whilst the majority of respondents prefer to book by phone, 130 patients said that they would use the internet. It was therefore agreed that the practice should explore the possibility of online booking which also reduce the number of oncoming calls and the waiting time to speak to a receptionist.
- **3). Getting Through On the Phone** ~ Overall a positive response was received to this question (most people finding it very/ fairly easy to get through or speak to a clinician). No further action was suggested.
- **4a). Access Within 2 Weekdays** ~ 59% of respondents reported that they could get an appointment with a doctor, and 72% with a nurse. It is understood that access does fluctuate depending on the time of year; however it would be useful to review this periodically. We are unsure whether patients requesting to see a doctor stressed their level of urgency. It was agreed that in a future questionnaire we should re-phrase the question to be more specific. It was agreed to discuss the handling of 'urgent' appointment requests and the circumstances surrounding when patients are offered a call from the duty doctor with the reception team so they can offer their views.
- **4b). Booking Ahead** ~ 72% of respondents could book ahead to see a doctor which the Group agreed was a positive response with no further action required. Less than half of those surveyed had tried to book ahead to see a nurse; due to the poor response rate it was agreed that it would be hard to judge the credibility of this outcome.
- **5).** Reception Area ~ The majority of respondents do not mind being overheard, however 15% think it should be addressed. The Group proposed several actions:
 - Placing a queuing line/ sign at the reception desk so patients allow each other privacy.
 - Empowering reception staff to ask patients to stand further back and not overcrowd the desk.
 - Install posters in the waiting areas reminding patients that they can request to speak to a receptionist privately.
- **6).** Receptionists ~ Very positive response. No further action to take except to feed back to the reception team.
- **7). Waiting Times** ~ 63% of respondents feel that they normally don't have to wait long. 27% of respondents feel that they have to wait a bit too long. The Group felt that waiting times are generally acceptable and the

Natalie

response has been fair. It was questioned whether patients are aware of the standard length of time for an appointment and the fact that they can book a double if presenting with more than one problem. It was acknowledged that increasing awareness may have a positive impact on patients arriving late as well.

- 8). Awareness of Website, Extended Opening Hours & Online Repeat Prescription Ordering ~ The Group decided that we need to publicise the above more effectively. Thought was given to installing posters in the waiting area and advertising on scripts, recall letters and back of appointment cards. The introduction of a PPG leaflet and practice newsletter was also suggested as a means of improving communication with our patient base.
- **9). Opening Times** ~ 70% of respondents are happy with our current opening hours. Of the 30% who were not, many suggested opening at times we are already open, hence raising awareness is the key factor here.
- **10). General Satisfaction** ~ Positive response overall. No further action was suggested.
- **11). Health Promotion Events** ~ Mixed response. The Group decided that it would be beneficial to conduct a further questionnaire to determine which health promotion events would be most popular and at what times patients could attend.

Patient Demographic ~ The Group was pleased that the survey reached out to a representative mix of our practice population as depicted in the age, gender, employment status and ethnicity charts. The variety of responses fits our practice profile.

Comments ~ Many positive comments were received, the majority of which were based on the politeness/ helpfulness of the staff.

The majority of respondents commenting on areas for improvement mentioned not being able to get an appointment quickly. A proposed action was to feed this back to the Access Group for further consideration. Another theme was the waiting room being too warm; Susie suggested that this could be investigated.

4. Practice News

During November the practice changed clinical computer systems. The new system should future proof the practice to ensure that we continue to deliver high standards of patient care.

5. Any Other Business

None was discussed.

6. Next Meeting All to note

The proposed time/ date for the next meeting is Thursday 26th January at 6pm.