



# *The New Surgery*

## *Patient Participation Group*



### **Minutes of Meeting 24<sup>th</sup> October 2012**

#### **Attendances:-**

Staff –RJ,OS,SD,VC,DM & SC

Patients- TT,RB,CA,AA,EK & JS

Apologies:-

1. **Introduction**:- Varsha thanked everyone for attending – everyone introduced themselves.
2. **Explanation** – the aim of the group is for a selection of patients and practice staff to meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice. Ground rules were discussed on the following - This group is not a forum to discuss medical needs and concerns of individual. These sessions are not for any complaints.
3. **Objectives** – we would like to develop communications between patients and the practice and to explore new services requirements.
4. **Purpose of Patient Group** – to give patients and staff opportunity to discuss topics of mutual interest in their practice.- to provide means for patients to make positive suggestions to the practice about healthcare.- to encourage health activity within the practice. - And also for the group to act as a representative that can be called upon to influence the local provision of health and social care.
5. **Overall services provided by the practice** were discussed as follows-
  - We have a practice website – [www.thenewsurgery.co.uk](http://www.thenewsurgery.co.uk) which is full of information about the surgery and about health advice. You are able to request repeat medication online.
  - An easy to operate automating appointment system.
  - Have increased the services by providing anticoagulation clinics, minor surgery, travel clinics, cytology tests
  - smoking cessation clinic run by Denise- when pt do stop smoking they do tend to gain weight – Denise can refer patients to weight watcher for free for a 12 week course.
  - Telephone triage services provided
  - Text messaging – pt happy to receive text messaging for reminders.
  - Health checks to all patients aged 40year to 74years
  - Provide early opening hours 7:00am
  - Staff recently under went Chaperon training so the practice now provide this service to all pt.

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6. Discussion on Survey Questions – patients were given opportunity on what questions we should add onto our questionnaires and all agreed on the following:-
  - Aware of practice website and have accessed it.
  - have access to practice leaflet
  - choice of doctor
  - How satisfied patients are with consultations
  - Prescription access and collection
  - Access to doctors and nurse
  - How long waiting time
  - How we will conduct the Survey Questionnaire:- Varsha discussed that we will start giving out the survey around soon as questionnaire ready. **Methods:** to hand survey out eg via email, through our website or at reception. **How Long for:-** 4 to 6 weeks. An audit will be done and discussed in our next meeting with the patient group.
7. for 4 weeks. Varsha will audit the outcome of survey and discuss in next meeting. Everyone agreed.
8. Action Points - we need to agree on some action points and agree on them which we will review in the next meeting.

### Agreed Points

- Amend and update Questionnaire
- Reception to notify patients when Dr runs late
- Update the waiting area as has lots of information
- DNA Action

Everyone agreed to the above action points and will be reviewed in the next meeting

9. Open discussion –
  - We have health checks for patients suffering with depression which is part of a normal medical treatment – we assess and refer where appropriate
  - Discussed population practice list size
  - Action on Did Not Attend (DNA) appointments as lots of waste on appointments and can not offer to patient who really needs to see doctor – each patient DNA a letter is sent out at the 3<sup>rd</sup> DNA the patient might be removed in the discretion of the Doctors
  - If patient is late for their appointment for more than 10 minutes then they will be asked to re-book appointment or will have to wait till the end of surgery as this makes doctor/nurse run late. – Patient suggest to hand out late appointment leaflet to patient who are late and expected still to be seen – Denise added that we leave it to Dr's to speak to patients.
  - Many Patients gave positive feedback for the smooth running of the practice and are very happy on how the staff and clinician provide good services for their patients

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- Pt's not happy with the TV as too noisy, Denies explained the reason of not over hearing consultations at waiting area. Pt agreed but asked to have music put on instead. We will look into this.
  - Pt needs to be aware that consultation appointment with the doctor is only 10 minutes so one problem at a time should be discussed. If more time is needed then a double appointment must be asked for at the time of booking.
  - Minor Alignment Scheme – other boroughs have introduced this in practice – this is where receptionist can refer pt to the pharmacist for minor treatments ie cold, flu, diarrhoea, Constipation, thrush, nappy rash, ect – Varsha will find out if we can implement this at the practice as this will free up appointment slots for the doctor.
10. **Sum Up** – discussed the above action points and everyone agreed to them. Next meeting we will review the action points and discuss the outcome of patient's survey. **Next Meeting on 27<sup>th</sup> February 2013**