



The New Surgery

Patient Participation Group



Minutes of Meeting 12th February 2014 6:30pm

Attendance: Dr Jolly, Dr Seth, Varsha Chohan, Denise McDonnell, RDB, EK

Apologies: CA, TR, AA, MT, TT,CF, Jade, Andrea, Dr Shareef, Deana & Shirley

1. Welcome and refreshments - Varsha welcomed everyone and was very happy to see the patients.
2. Start of meeting by Introduction of any new members – no new members attended meeting
3. Discuss minutes of last meeting – Varsha discussed the following points from previous meetings
 - CQC regulation and reminded volunteers of the short notice of only 48hr for CQC inspection and practice will contact them to attend when being inspected – RDB agreed to talk with CQC members.
 - 100 Patient questionnaires were completed by the 31.12.2013 and Varsha has audited the outcome.
 - Staff gave update of new clinical system – system is very advanced and allows to book appointments online.
4. Outcome of Patient Questionnaire Survey
 - Hand-out of complete audits were given to the group and the following were discussed

Overall outcome of Patient Survey

Access to Doctor/Nurse

1. Overall **82** patients are satisfied with the appointment system
2. **73** patients are happy with the time they wait for an appointment – which means patients do not wait very long as we are able to give out appointments on the day – if patient call in the morning before
3. **75** patients get to see the Doctor of choice
4. **75** patients out of 100 surveys have commented that the waiting time is good to excellent.

The New Surgery

Patient Participation Group

5. About 81 patients has not had any experience on home visit – which is positive for the practice as they attend the surgery if need to see the doctor. 5 out of 14 said the service was poor or fair.

Repeat Prescription

6. 50% of patients manage to have prescription ready to collect within 48hr – practice policy and aim is to completed all repeat prescription and have signed by the Dr before 48hr. The other 49 patients did not comment or have had no experience of requesting repeat prescription.
7. 49 patients have no experience/not tick on queries handling for repeat prescription and the other 50% patient are satisfied on how queries are handled.

Obtaining Blood Test Results

8. 50-60% of patients are satisfied on the overall handling/obtaining of blood test. The other 40% of patients have not had experience or not tick the box

About the Staff

9. Patients are happy with the good job the staff are doing at the practice as overall 86% of patient have commented as good to excellent – where staff are helpful, provide information and handling of calls

Overall Satisfaction with the practice

10. There are 84 patients who are overall satisfied with the practice compare to 13 patients who did not tick the box and 3 patients who are not happy.

Patient Awareness

11. **Practice website** – only 47% of patients are aware of our practice website – as a practice this is not good – we need to promote the website to all patients as lots of practice information is updated on there on regular bases.

The New Surgery

Patient Participation Group

12. **Online Repeat prescription** – only 22 patients are aware of our online repeat request through our website and 59 patients are not – this would be an action point for the surgery to promote online repeat prescription – this saves patient's coming to the surgery twice for request and for collection.
13. **Telephone consultation** – only 15 patients are aware of telephone consultation – again practice needs to promote this to all patients. As some problems can be actioned over the phone saving patients coming into the surgery unnecessarily – taking time off work/school to attend appointment. Dr will confirm with patient if there is a need of being seen at the surgery during the telephone triage.
14. **Book, Cancel an appointment via telephone/online** – very positive responses of 67 patients are aware of the booking appointment system through the phone and online. Practice will encourage all patients to use this service

5. Outcome of Action Points taken from meeting held on 6.11.13

Action Point	Outcome	Date Completed
Conduct Patient Survey agreed by Patients Group	Will complete during November to December 2013	31.12.2013
Audit survey questionnaire	Varsha to audit on survey questionnaire to discuss in next meeting held on the 12.2.14	31.01.2014
DNA Audit and sending of letters to patients	Practice staff will generate a letter to all patients who DNA 3 times. Dee will write all DNA audits on new white board in waiting area	02.12.2013 and will be ongoing. Dee completes weekly audits-list given to admin staff to send letters and action.
Dr's Consultation can be heard in waiting room.	To fix TV health channel in waiting room and keep loud –	20.12.13 – TV health channel fixed and left on during consultation

The New Surgery

Patient Participation Group

	so patients cannot hear consultations from Dr's/Nurse rooms	sessions
Staff Name Badges	Dee/Jade to organise name badges for all staff and have with a NHS Logo	In process as Denise will process these by the end of February 14

6. open discussions

Patient group agreed with the following action points

ACTION POINTS

Patient's Survey 2013/2014

Date	Description	Action	Outcome/Date Completed
12.02.2014	Making patients aware of our practice website	Group suggested if reception staff could make patients aware of our practice website. Advertise in waiting area. Add message on telephone system. Add on right side of prescription. Add leaflet for new patient registration.	
12.02.2014	Online repeat prescription via website	Group suggested if reception staff could make patients aware of our online repeat prescription request. Advertise in waiting area. Add message on	

The New Surgery

Patient Participation Group

		telephone system. Add on right side of prescription. Add leaflet for new patient registration.	
12.02.2014	Telephone consultation	Reception staff to inform patients – when booking appointments. Add information on telephone messaging system.	
12.02.2014	Photo of all staff to added onto the waiting area	Will organise a photo session at the surgery and add identification of Full Name and Job title and keep on notice board – so patients are aware of staff working at the practice.	
12.02.2014	DNA – this is an on-going problem – discussed 133 missed appt's in January 2014 which is 18hr of wasted time. This is waste of appointment time, which could be used for emergency cases.	Suggestion from group – to audit – reception staff contacts patients one day before their appointment to confirm if they will attend.	

The New Surgery

Patient Participation Group

7. Sum-up - group happy with the actions completed from previous meeting held in November 2013, and suggest if all staff could have name badges as soon as possible so patients know who the staff are.

Patient group have agreed to all the above actions and will review in next meeting held – dates not agreed as yet. Varsha informed group that minutes will be emailed to them. All agreed. Varsha thanked all patients for attending and closed meeting.