

Minutes of Patient Participation Group

Held on Wednesday 9 November 2011

at 6pm

In

The Conference Room

Present

Dr Fordham (Chair)
Nina Cartwright (Minutes)
13 patients attended.

Julie Rutter (Practice Manager)

Apologies

1 patient.

Minutes of the Previous Meeting

Agreed as a true record.

Matters Arising

1. Achieved greater numbers of attendees to the PPG meeting
2. Perhaps vary days and times to accommodate mums or people who have other evening commitments
3. The flu clinic has now been held but the practice is still encouraging patients to have the jab
4. Teenage clinic – no further action taken as yet but it is still a possibility for future ventures
5. Notice board is up and is a work in progress – perhaps photos should be slightly bigger

Patient Survey

Julie explained the reasoning behind the patient survey and the results were presented in the form of a power point presentation. Paper copies were also provided.

Appointments Question

A brief discussion took place on the pros and consideration of booking appointments on line.

Seeing the Doctor of your Choice

Claire asked if the waiting times were the same for all GP's. Dr Fordham responded by confirming that we are traditional in trying to get patients to see their usual GP. Overall the general consensus was that it is a benefit for a patient to see their own doctor. Claire commented that it helps children gain a level of trust by seeing the same doctor.

Seeing the Next Available GP for a New Problem

The majority of members agreed they would be happy to see the next available GP for a new problem.

Reception Layout/Views on Reception and Waiting Rooms

It was agreed that there are some issues in terms of maintaining confidentiality. Margaret asked how the staff felt about the layout of reception. Julie commented that we are looking at possible alteration to the reception to improve things. Some suggestions given by patients were handed out. A comment was made that on occasion there is a lengthy queue but only 1 receptionist on the front desk. A brief discussion took place on how to improve situations arising due to the design of the reception area. In terms of the waiting rooms there was quite a lot of input in terms of having a radio on. It was commented at the meeting that the hard of hearing struggle when the radio is on to hear their name being called. It was suggested that perhaps a digital board would help.

Additional Discussions

Jane asked how we could encourage younger or middle aged men to attend the surgery. Ideas on how to publicise the surgery were discussed, perhaps hold the meeting at a Sure Start Centre or alternative venue. Perhaps pick out minority groups attending the surgery and send the survey to them for feedback.

A discussion took place following some of the negative comments regarding the reception team and the fact that the reception area is not user friendly. The following ideas were proposed:

- Can the booking in screen be moved?
- Could we ask for volunteers to help in reception?
- Would automatic doors be an option?

These items will all be considered along with the whole reception renovation.

SURVEY – ACTION PLAN

1. Online appointments – trial run to be arranged by Julie.
2. Appointments – Practice to evaluate and adjust availability of appointments based on demand/urgency/different variations. Practice also to discuss implications following June's departure ie. same day appointments/children seeing a regular practitioner (knowledge and training issues for staff)
3. Reception area – drastic changes/extension required to improve the reception area. Design/plans to be brought to the next meeting. PPG members to bring ideas also.

Update/News

Nil to report

Any Other Business

Claire asked if some information about viruses could be made available. Dr Fordham will organise this.

Dr Fordham closed the meeting and thanked everybody for attending.

Date of Next Meeting : Wednesday 18 January 2012 at 1pm