

EVE HILL MEDICAL PRACTICE
Minutes of Patient Participation Group Meeting
6th October 2014

Present: Dr V M Smart (VMS), Karen Lampitt (KL), Janet Major (JM) see attached list for group members.

Apologies: Dr J Desai, Dr L Martin & Dr DR Shukla

1. Welcome from Dr Smart

BMS discussed Barbara's retirement with the group and the appointment of the new Practice Manager Kelly Marsh.

This meeting is to discuss the results of the recent questionnaire. See attached survey results for patients surveyed.

2. Internal Patient Survey Discussion

Question 1. Are you happy with confidentiality in reception?

On the whole the questionnaire revealed that most patients were happy. VMS explained to the group that the staff felt overwhelmed at front desk with large amount of forms that patients are asked to fill in and numbers of patients waiting to be seen to at desk. Hilary Jones suggested that perhaps patients could be given a clipboard with their relevant form and ask them to go into the waiting room to complete. VMS mentioned that we have put up a sign asking patients to step back from the front desk while the patient in front of them is being dealt with. All agreed this was a good idea.

Question 2. Confidential Area?

The majority asked said no they were unaware of such. VMS explained to the group where it was. Hilary Jones suggested that we ask patients with completed forms to hand them in at the confidentiality area. The group also suggested we put up posters in the waiting room and on the door of the confidentiality area. It was also suggested we put this information on our website.

Question 3. How do you normally book your appointment?

The majority said that they book by phone. VMS explained we obviously do still receive complaints about not being able to get through at the busiest times. This is an ongoing issue.

Question 4. Online booking system?

The majority said yes if available they would use it. VMS said that this is not an easy system to bring into force and each patient would need an individual pin number, she suggested we leave it for new PM to sort as she uses the system at her present surgery. Hilary Jones thinks that it would encourage more patients to remember their appointments. Kim Billings asked if a system would be available via text. VMS not aware of anything in the pipeline yet, she will check.

Question 5. Do you remember to cancel appointments?

Most asked said yes they do remember and VMS confirmed our DNA rate had been reduced since we have been using MJOG.

Question 6. Would you use a telephone consultation?

The majority said yes to this question. VMS explained to the group that we were using this system at present and group agreed this was a good idea although some had concerns that some symptoms obviously could not be confirmed via the telephone as some patients struggle giving the correct information to the GP's. Irvine Jones said that he regularly uses email to contact the surgery for any concerns. VMS explained that some surgeries in Birmingham use Skype for consultations. Pamela Houghton said that this may be a good idea in the future. Hilary Jones thought it may be a good idea for follow up appointments. VMS told the group that we use it with our Diabetic patients.

Question 7. Acceptable time to wait for appointment to see Dr or Nurse?

Most asked said that between 5 to 15 mins is an acceptable time to wait. VMS explained to the group that 3 of the Doctors have blocked slots for catch up in the middle of their sessions and generally this helps them to run to time. All agreed this was a good idea.

Question 8. Would you like to be told how many patients are before you?

Yes was the outcome. VMS explained that the CCG were going to install a new self check in system shortly this may be of help. Mr Payton asked if the Receptionist could inform them when they book in how many are in front? VMS agreed to discuss at the next staff meeting. It was agreed by all that a poster advertising this would be a good idea.

Question 9. Chaperone?

Yes the majority asked said that they were aware. VMS explained that there was a poster by all couches in the treatment rooms.

Question 10. Surgery news?

See attached results .

Hilary Jones thought it would be a good idea to publish the results of this survey in bright colours and leave them in the waiting room for all to see. The group agreed that a practice newsletter published quarterly would be a good idea. VMS explained we add all news etc. To our website.

Question 11. Early morning appointments?

Over half questioned said yes they would like early appointments to be offered although VMS did mention that when we offered this before we never filled them. VMS will look into this further and discuss with the other Doctors. Hilary Jones suggested that we offer these for telephone consultations only.

Question 12. Unacceptable behaviour?

See results of survey attached.

VMS explained to the group the procedures we have to follow if a patient is rude or threatening to the staff. The group were unaware.

It was suggested again by the group to print of results and suggestions of how to deal with rude patients.

3. POP Meetings

Pam Houghton informed the group about the POP meetings encouraging further members to attend. The CCG are trying to put them into locality groups which she

thinks is a good idea because they will be more local. Paul Maubach wants to attend them and hear what patients have to say. The 4 localities will be:

Lion Health Stourbridge
Central Dudley & Netherton
Sedgley, Coseley
Halesowen.

A PPG representative is required to attend the locality groups.

4. PPG Purse

Hilary Jones and Graham Griffiths mentioned the PPG purse , £1000.00 for each PPG group which we need to apply for. Graham will email Karen Lampitt with the form.

5. Date of Next Meeting

Next PPG meeting 08.01.15 at 1.00pm however we may need to meet sooner to discuss the PPG purse.