

Patient Participation Group Meeting

MINUTES

ACCESS SURVEY RESULTS

Wednesday 22 February 2012

Attendees: Gwen Adams, Lorna Cottam, Julia Walkden, Paul Taylor, Marian Dunn, Karen Manciocchi, Jean Kirby, Jane Kay, Lindy King.

Apologies:

Neil Baxendale

Survey Results

The purpose of this meeting was to discuss the results of the recent access survey. Everyone had access to the results on the evening of the meeting, and some members of the PPG had already viewed the results through the practice website.

LC began by thanking Paul Taylor for all the hard work and time he has spent improving our website and creating our facebook page. He also produced the survey results reports, and created new videos to play on our T.V in surgery.

Everyone felt that overall the survey results were positive. There was evidence that the practice could improve communication with patients, as it was apparent that certain patients are unaware of some of the services provided. The PPG discussed ways to improve communication such as:

- Publish newsletters more frequently
- Send info text messages to patients, e.g. advising them they can use the website to order repeat prescriptions
- Access to website via a PC on surgery premises
- Using colour on some of the leaflets to draw the eye to important points, such as the website address.
- Advertising info near the prescription counter and the check-in screen as well as on T.V. screen.

GA mentioned that we had the best uptake when a member of the reception team was placed in reception to hand surveys out. Unfortunately the practice does not have the resources to always spare a member of staff to do this. JKirkby & MD stated that they would be willing to help in the waiting area during our next survey.

A discussion was held around continuity of care. GPs prefer patients to wait to see them again for ongoing problems, however the survey results show that although patients do have a preference for which GP they see, it is more important for them to be seen when they want.

Q8. Is there a particular Doctor you prefer to see at the Surgery?

Yes 73 61%

No 46 39%

Q9. Which do you feel is more important?

Being seen WHEN I want, by any available Dr 80 69%

Seeing a particular doctor 36 31%

The PPG felt that GPs speaking directly to the patients about the importance of continuity of care, rather than asking receptionists to do this, would create greater understanding and compliance.

Another idea to improve access was to remind patients to book follow up appointments on the way out of surgery, and not ring on the day. The surgery offers appointments up to 6 weeks in advance, so most follow-up appointments can be arranged at this point.

Other issues

A discussion was held around ordering repeat prescriptions, encouraging patients to adhere to the policy of waiting 24hrs between ordering and collection. MD offered to investigate the help the pharmacy could provide with this service.

Topics for future meetings

LC & GA asked for any suggestions for topics for future meetings

MD would like to discuss improving our carers data collection form, and also the information provided for carers in the waiting area.

Next Meeting

Date to be confirmed.