

## PATIENTS PARTICIPATION GROUP

Minutes of Meeting 4 March 2015 at 6.30 pm

### In attendance

Seven patients, Dr Banerjee, Jayne-Anne Jolley Practice Manager, Shona Dorgan (Admin) Len from Healthwatch

#### 1. Introduction

Jayne-Anne welcomed everyone, and introduced Len from Healthwatch.

#### 2. Healthwatch

Len gave a summary of what Healthwatch is and its purpose. The organization helps with issues such as how to get a GP, loss of medical notes, complaints and where to complain and they can also help with obtaining advocacy. The Healthwatch team can attend GP surgeries on an invite only basis, where they can request information regarding that surgery in order to conduct surveys, gather feedback and provide reports.

Healthwatch leaflets were handed out at the meeting, and a copy is provided with these minutes. A patient queried if the leaflet is available in large print but at present it is not. It was suggested this should be addressed by Healthwatch.

**Jayne-Anne has invited Healthwatch to enter and view the surgery on Monday 16 March 2015 between 8.30am and 12pm. Thank you to the patients who have volunteered to attend on this day and meet with Healthwatch representatives in the waiting room. You are welcome to attend at any time, but if you would like to confirm a more specific time, please contact Jayne-Anne.**

#### 3. Minutes of Last Meeting

These were circulated to all members of the group following the last meeting, and it was agreed that they were accurate and a fair representation of the meeting. There were no issues arising from the minutes.

#### 4. National Patient Survey and Practice Survey

Copies of the recent NPS results and our own practice survey were provided and discussed. Although the results of the NPS were below the national average, the survey we conducted within our own practice, revealed a much more positive result.

JAJ explained to the group that we have recently had two staff meetings with regards to the survey results and that we are currently discussing ideas and ways we can improve our services. The practice has another staff meeting on 18 March 2015.

The group discussed the surveys. Attached is a copy for reference. Additional points made during the meeting are given below.

- Experience of making an appointment: This is a very good score.

- Rating of GP giving you enough time: A patient highlighted the value of the BP machine within the surgery and the general feeling is that it can save time and is a good service for patients.
- GP is good at listening/Explaining tests and treatments: our in-house survey showed better results than the NPS. The group felt that they have had positive experience in this area and it was asked whether a patient is allowed to rebook if they haven't understood something. Dr Banerjee said that this is always allowed and that this does often happen.
- Opening hours: it was felt that opening during lunchtimes would help with the opening hours. The group also felt opening Saturdays and evenings is beneficial to patients, however they are mindful that the surgery still needs to be open during core hours.
- Recommending GP surgery to someone else: the in-house survey result was very good, whereas the NPS was not. A patient from the group said that she had already recommended someone to the surgery who has joined and that she definitely would again.
- The surgery has taken on an additional nurse, to work with our patients aged 75 and over, liaise with Age UK, support patients in avoiding unnecessary hospital admissions and triaging patients during busy surgeries. She is an experienced A&E nurse and has worked at Lisle Court in the past.

Should anyone have anything further to add regarding the recent surveys Jayne-Anne is happy to arrange a further meeting to discuss, and also happy to receive emailed comments.

There followed a discussion about how best we can improve our services. I was agreed to get additional notice boards for the reception area, with one dedicated to "what can we do for you". Also to fix a permanent comments/suggestions box to wall near the exit to the waiting room. Patients can then make their own suggestions, or complete the FFT cards. It was suggested that with regard to the time delays, we could have a poster suggesting that if patients are waiting more than 15 minutes, to inform reception. It was felt that this idea was a very good one and it will be something that we can implement. The surgery will also investigate the use of a 'self-check-in' facility, which could possibly incorporate the waiting time for clinicians.

The content of the TV was highlighted as needing to be updated and this is in hand.

Patients would like to book nurse appointments on-line. The current clinical system does not provide the tools to do this, as there are many different types of nurse appointments. The surgery is keen to move to a new clinical system, which would support the above. It is hoped that this could happen by the end of July 2015 but is reliant on the CCG supporting this.

##### 5. Additional Members

The recent in-house survey asked patients if they would be interested in supporting the surgery. A few said yes they would and JAJ will get in touch with these patients.

6. Future Meetings

Jayne-Anne is happy for members of the PPG to email with ideas and suggestions for future meetings. Her email address is: [jayne-ann.jolley@lislecourt.nhs.uk](mailto:jayne-ann.jolley@lislecourt.nhs.uk). Meeting will be planned twice yearly, but we will arrange additional meetings should the need arise.

7. PPG Annual Report

This year's Annual Report needs to be completed on a specific form and must be returned before the end of March 2015. It looks at the survey and how we have reviewed patient feedback. Priority areas highlighted by the group include: premises and access, national patient survey results and how best we can improve our services, and how we can improve our appointment system. The group felt that the surgery does a good job and wanted to stress that the issues highlighted as not big issues.

**A number of patients volunteered to meet with Jayne-Anne to complete the Annual Report. The proposed date for this is Monday 23<sup>rd</sup> March at 11.00am. Please contact the surgery to confirm if you can come.**

8. AOB

The subject of the surgery doors was discussed. It was generally felt amongst the group that the doors are too stiff and that access for buggies and wheelchairs is very difficult. JAJ to ask Keith Powell what the outcome of his investigations were with regard to this, as this was discussed a while ago. To be added to next agenda.

A Patient highlighted that the new software for the INR will not print in large print and also you can no longer hover over the dose to get the weekly dose amount.

It was asked whether the uptake for the Flu jab had been successful and JAJ said that it was. Year 7 and 8 children were not as successful but all other groups were. The results of the flu campaigns for both 2013/14 and interim 2014/15 are attached.

The shingles vaccination campaign was also discussed. Last year we had only a few patients who did not choose to take up the vaccination. This year's campaign runs from September 2014 to August 2015 and is for patients age 70, 78 and 79. To date 57% of patients aged 70 have been vaccinated to date, and 83% of age 78/79.