

PATIENT PARTICIPATION GROUP Minutes

Thursday, 19 February 2015 @ 11:00

Venue: Orchard Street Health Centre

Attendees: Collette Fisher, Practice Manager; Jo Whight, Practice Nurse
Plus Six Patient Participation Group Members

Apologies: Hazel Sanders, Admin

| No. | Item | Added by | Details | Action |
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| 1 | Matter Arising: Agreed priority areas for 2014/15 Redecorate waiting room Final Booster Vaccinations-school leavers Patients who fail to attend GP appointments | Practice | Completed December 2014 61.4% have been vaccinated – 100% contacted Sadly not improving despite our best efforts – we will continue to contact patients who repeatedly miss appointments | The group are delighted with the refurbishment Collective agreement that this is a job well done. Group felt that this was not unexpected and a sign of the times. |
| 2 | Health Watch Suffolk (10-15 min presentation) | Gill | Healthwatch are an important body that gives people in Suffolk real influence over decisions about health and social care services in the county. Healthwatch find out what the local community think about local services and then use those views to shape and improve services because the best services are built around local community needs and experiences. Healthwatch also provides information and signposting to help people navigate the health and social care system and understand what to do when things go wrong. As a powerful and independent consumer champion, Healthwatch have the strength of the law behind | Information leaflets provided for the waiting room. |

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| | | | <p>them. The people who run and pay for health and care services must respond to concerns raised explaining what action they will take, or why they are not taking action.</p> <p>Healthwatch have the role to listen and the power to significantly influence change within the health and social care system. Healthwatch get your voice heard where it matters; where decisions are made.</p> | |
| 3 | Patient feedback Questionnaires | | <p>Patient & Colleague feedback report – Dr Ben Solway – required as part of the standard appraisal and revalidation process.</p> <p>32 patients took the time to complete a questionnaire and commented:</p> <p>Shows concern for patients/ Warm and considerate/how do you follow excellent?/ I always like to see him</p> <p>12 colleagues made comment:</p> <p>Respected/known for teaching & training/ uses resources/manages stress/ aware of limitations/ team player/supportive of colleagues/ gives valuable insight.</p> <p>Patient & Colleague feedback report – Dr Nasrin Mallick required as part of the standard appraisal and revalidation process.</p> <p>29 patients took the time to complete a questionnaire and commented:</p> <p>I was very pleased with the consultation – Dr put my</p> | <p>The group were pleased to hear that our doctors are respected in the community and by their peers.</p> <p>One or two of the group had seen Dr Courtenay and commented on his pleasant manner and empathy.</p> |

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| | | <p>mind at rest/Dr Mallick was lovely to me/ No improvement needed/ Very professional and attentive – would be glad to see her again/ Excellent bedside manner – listening – empathetic and reassuring.</p> <p>Suffering with an Asthma attack – the test was difficult – bit more consideration from dr. expected!</p> <p>15 colleagues made comment:</p> <p>Very kind and understanding. Listens, shows empathy, very approachable/ well liked and respected/ kind and caring/ quietly supportive of colleagues/ very good communicator, excellent team player/ keen to develop/ working well in a small team/ competent clinician/ all round good and caring/ friendly, social, team worker.</p> <p>The Royal College of General Practitioners require a number Patient Satisfaction questionnaires to be completed for every GP in training and Dr Rashid has recently been assessed. 40 Patients completed a questionnaire answering question such as:</p> <p>Does the doctor make you feel at ease? Really listening to you? Interested? Understanding? Showing care & compassion? Explaining clearly? Making a plan? How would you rate your consultation today?</p> <p>The tick boxes are poor/fair/good/very good/excellent/outstanding</p> <p>Dr Rashid achieved – very good/excellent & outstanding in all categories</p> <p>Dr Rashid is with us until March 2015.</p> | |
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| | | | Dr Altun also completed the Royal College questionnaire with similar outcomes of fair/good/ very good/excellent & outstanding in all categories | |
| 4 | Friends & Family Test | | <p>Further to our discussions at our last meeting we have submitted our first batch of questionnaire the following results have been posted on our web page:</p> <p>'How likely are you to recommend our GP practice to friends & family if they needed similar care or treatment'?</p> <p>Extremely Likely: 26 Likely: 4 Neither likely or unlikely: 0 Unlikely: 0 Extremely unlikely: 2 Don't know: 1</p> <p>The following comments were noted:</p> <p>Dr Solway Helpful</p> <p>Expertise, availability, friendly</p> <p>All staff supportive and professional</p> <p>Efficient service</p> <p>Recommended 3 friends - friendly professional service</p> <p>Prompt, friendly attention</p> <p>Dr Solway is always caring and listens</p> <p>Very friendly staff nothing too much trouble</p> <p>Extremely likely because I get sorted</p> <p>Always helpful</p> <p>Dr Solway always supportive & knowledgeable</p> <p>Excellent service - see Dr Solway very punctual</p> <p>Good service, friendly staff</p> | Some members wondered on the value of this type of questionnaire which seems to be used everywhere! |

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| | | | Always well looked after | |
| | | | regular visits like meeting old friends | |
| | | | Never any problems - good doctoring-positive reception | |
| | | | Staff friendly & helpful - able to get app. | |
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| | | | Nobody ever follows up on why came in 1st place-feel fobbed off, no one listening | |
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| | | | Extremely unlikely been ill 2-years no one help | |
| 5 | Norman Fisher (member of PPG) suggested regular screening every 2/3 years for young men re: testicular cancer and for older men internal examination for prostate | | Sadly there is no reliable screening test for prostate cancer and as Dr Whale suggested in her reply to Norman – time constraints would make it impossible to offer regular screening (wonderful idea though) . However working on this theme we have sourced some leaflets for our waiting room ‘Spotting the signs of Cancer for men’ & ‘Prostate Cancer’ & ‘Testicular cancer’ & ‘Reducing Cancer Risk – what men can do’. | Thank you for this suggestion |
| | AOB: | | One member voiced concern regarding clinicians running late and the lack of updates from the reception team and in addition lack of apology from the clinician involved. | CF apologised and promised to discuss with reception and the clinician involved |

Next Meeting: Thursday, 14 May @ 11:00