

Minutes Patient Participation Group

Meeting date

28 November 2012

Attendees: Practice Manager; Practice Nurse; Four practice patients

Apologies: One practice patient

Update with: One further practice patient - Thursday, 29 November and by e-mail with a young practice patient

| No. | Item | Added by | Details | Action |
|-----|----------------------|----------|---|--|
| 1 | Introductions: | | Brief introductions from all group members. CF handed out the 'Participation Group Consent form' explained that minutes would be anonymised and published on the web site and information discussed may be used for practice development and possibly shared with other NHS services. In addition to the consent form an Information sheet regarding what is the group about etc. was circulated. | The group signed the consent forms |
| 2 | Additional space | CF | We have been working with the landlord and the PCT for more than 5-years and have finally reached an agreement for the practice to extend. We now have most of the corridor which has given us 2 additional consulting rooms and a secretaries office | Generally accepted as good news but it was felt that the practice should continue to discuss the redecoration issues with the Landlord in an attempt to improve the waiting area |
| 3 | Service Improvements | JW | The additional space means that we can utilise our Health Care Assistants more because we can give them sole use of their room; in future we will offer appointments with the HCA's 4-sessions per week - blood tests; blood pressure checks; health checks; diabetic checks; spirometry; hearing checks and ear care; dietary advice | The general consensus was that the appointment system works but additional Health Care Assistant appointments will improve the waiting time for appointments in this popular area. |
| 4 | New Partner | CF | Dr Nasrin Mallick is joining the practice on Monday, 3 December. The practice has grown to 5k patients Dr Solway & Whale feel that another partner will relieve pressure and reduce the need to use locum doctors and provide further continuity of care. Dr Nasrin has a special interest in women's health and wealth of general experience | The group look forward to meeting Dr Mallick. |
| 5 | Telephone Triage | CF | If you are unable to make an appointment `on the day` or in advance to suit your personal arrangements our reception staff will take your details and arrange for the doctor on call that day to ring you back to discuss your needs and offer advice or a suitable appointment, as necessary. | Raise awareness of the on-line option to order repeat prescriptions |

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| 6 | Training Practice | CF | <p>We are a training practice and regularly have registrar's and Foundation year 2 doctors working with us. Registrars are fully trained doctors specialising in general practice. They are a minimum of 3 years post qualification and have chosen to specialise in general practice; and are with us for between six and twelve months.</p> <p>The Foundation year 2 doctors (F2) are second year qualified experiencing life in a GP practice. The F2's are generally with us for 4-months.</p> | General consensus that the F2's and registrar's are generous with time and very caring. |
| 7 | Flu Campaign | JW | <p>We ordered well in advance and have not experienced any shortages or delays in delivery from our supplier. The first batch of vaccine arrived in September and we started vaccinating immediately, to date we have vaccinated 800 patients and hope to achieve at least another 250 before the end of the year. Currently we are reminding our chronic disease patients; i.e. diabetics; asthmatics; COPD; kidney disease etc.</p> | The group were aware that there are shortages in some Ipswich Practices and delighted that we are not experiencing them. |
| 8 | Questionnaire | PPG | <p>Following the brief discussions I had with you all regarding this group and the principle behind it and using the information you offered plus some information the doctors felt would be useful I put together the patient questionnaire. As you know we have been handing out the questionnaire over the past few weeks with the following results:</p> | |

Questionnaire Results

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|----|------------------------------------|-------------------|-------|----------|-----|
| Q1 | How do you book your appointments? | A) At Reception | 32% | | |
| | | b) Via telephone | 68% | | |
| Q2 | If appointment cancelled how? | A) At Reception | 9% | | |
| | | b) Via Telephone | 91% | | |
| Q3 | Are you able to get a general | A) Strongly agree | 45.5% | b) Agree | 27% |

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| | Consultation within two-days? | C) Disagree | 23% | d) Strongly disagree | 4.5% |
| Q4 | Able to book in advance? | a) Strongly agree | 50% | b) Agree | 36.5% |
| | | c) Disagree | 4.5% | d) Strongly disagree | 9% |
| Q5 | Do you have a preference for which GP you see? | a) Male | 18% | b) Female | 14% |
| | | C) Named GP | 18% | d) No preference | 50% |
| Q6 | How easy is it to make a routine appointment? | a) Easy | 68% | b) Satisfactory | 27% |
| | | C) Difficult | 4.5% | | |
| Q7 | What do you consider to be A reasonable wait for a routine Appointment? | a) Up to 2-days | 9% | b) Up to 3-days | 23% |
| | | c) Up to 5-days | 32% | d) Up to 7-days | 18% |
| | | E) Up to 10-days | 18% | | |
| Q8 | Are you happy to accept telephone consultation by GP before appointment? | a) Yes | 82% | b) No | 18% |
| Q9 | What time of day do you prefer a routine appointment? | a) 0830 > 0900 | 0% | b) 0900 > 1000 | 9% |
| | | C) 1000 > 1200 | 36.5% | d) 1200 > 1400 | 0% |
| | | e) 1400 > 1600 | 14% | f) 1600 > 1700 | 9% |
| | | g) No preference | 27% | | |
| Q10 | Text message reminders | a) Helpful | 54.5% | b) Unhelpful | 4.5% |
| | | C) Have not received but would find helpful | | | 32% |
| Q11 | All things considered how satisfied are you with the practice? | a) Satisfied | 86.5% | b) Neutral | 13.5% |
| | | C) Dissatisfied | 0% | | |

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| | | | Looking at the responses we have received do you feel there are areas we need to respond too? | <p>Appointments were discussed at length and it was felt that one evening surgery per week would be very well received; especially by the working population - CF to discuss with the doctors.</p> <p>On the occasions that doctors/nurses run late it would be helpful to keep the waiting room informed this would prevent tempers becoming frayed - CF to discuss with the reception team</p> |
| AOB: 111 | CF | Minor Injury | To be introduced in February 2013; this service will replace the current NHS direct | A public awareness campaign is planned for the new year. |
| Care Commissioning Group | | | The Minor Injury Unit has been moved up to A&E from Riverside | Group were aware but there were comments on the problems experienced with parking. |
| | | | Monthly half day closing for GP and staff education and updates. The out of hours team (Harmoni) take all the calls for the afternoon from 13:30 onwards. The dates are displayed on the practice entrance doors - the surgery remains open but there are no GP or nurse appointments | The group accept this as an important event; very necessary for the team to keep up to date. |
| Care Quality Commission | | | The practice has registered with the Care Quality Commission and may expect a visit at some time in the future. | The group were well informed of the role of the Care Quality Commission following recent events in the media. |