

## **PATIENT PARTICIPATION GROUP**

**Wednesday, 28<sup>th</sup> February 2012 @ 5.30pm**

### Minutes of the Meeting

#### Practice Attendees:

Emma Bravery (Managing Partner), Anna Benner (Practice Assistant),  
Helen Hollis (GP)

Patient Attendees: Alison Russell, Thomas Cragg, Phillip Bentley,  
Jack Holt, Jean Harris, Peggy Smith

#### **Agenda**

1. Introductions
  - a. Brief introduction given by the Emma Bravery followed by an introduction of the rest of the group. Thank you and welcome to all members attending for the first time.
2. Aim of the Group
  - a. It is hoped that the group will be able to give real feedback to the surgery and GPs and act as a focus group
  - b. To assess the patient experience by looking at the annual surveys and offering ways of improving services and any changes which should be implemented for the coming year.
3. Format & Time of Meetings – approximately 3 to 4 times per year at 5.30pm
4. Other issues
  - a. Access was prohibited through the 'cut-through' gate at the rear of the building because this was considered a concern by the police.
  - b. Pharmacy – the petition is still ongoing to open a pharmacy on site but as yet this is not looking very positive.
  - c. To encourage the surgery to become a focal point for community groups and to get more involved
  - d. Not enough magazines in the waiting room

5. Review of Patient Survey Results 2012
  - a. GPs and staff very helpful and friendly
  - b. Extremely satisfied with the care that has been received
  - c. High percentage of patient satisfaction with the service and staff
  - d. Booking of appointments 4-6weeks in advance gave patients good flexibility
  - e. DNA – how best can the surgery encourage patients to cancel appointments when they unable to attend?
  - f. GP 'drop-in' appointment system very popular but need clarification of times
  - g. Telephones – patients not happy with the menu system
  - h. Saturday mornings – not possible to open Saturday mornings as currently not cost-effective and practical but could be reviewed at a later date
  - i. Background music important to the waiting room, sub-titles to the TV news for those hard of hearing?
  - j. Patients have requested a drinks cooler in the waiting room

## 6. ACTIONS for the practice

Actions to be discussed at the next AGM of staff and GPs and implemented as soon as practical.

- a. Drop-in Clinic – check literature and website and ensure there is clarification of times
- b. Telephones – change the telephone system so that patients go directly through to reception without a menu system
- c. Add more magazines and literature in the waiting room
- d. Add sub-titles to the TV news in the waiting room and ensure that there is background music/TV at all times
- e. Make the Health Education room available for drinks, and invite volunteers to run a coffee morning
- f. To increase the surgery's involvement in community groups and create a 'community folder' in the waiting room and allow use of the health education room when appropriate
- g. DNAs – look at the possibility of having a system where patients can text a number to cancel their appointment therefore unblocking the phone system and creating an easier method of cancelling. Adding the telephone number to the appointment cards and promoting the service on the website, notice boards and in the practice leaflet.

## 7. Next Meeting: to be advised