

PORTER BROOK MEDICAL CENTRE

PATIENT PARTICIPATION GROUP MINUTES

Thursday 20th February 2014

Present: Janice Ellis Patient Services Manager
Dr Gurjit Barn GP Partner
Anne Baird Nurse Practitioner
Raza Hussain
Hana Hussain
Eileen Nelson
Timothy Nelson
Jenny Bristow
Steve Joseph
Charlie Khan

Apologies: Susie Uprichard Practice Manager & Business Partner
Dr Kirsty Goddard GP Partner
Lesley Green
Craig King

1. Apologies	Actions
Apologies were received from Susie, Kirsty, Lesley and Craig, with thanks.	
2. Minutes Of Last Meeting	
The minutes of the meeting held on 10th December 2013 were accepted as an accurate record.	
3. Matters Arising	
Queuing Line at Reception: Following discussion at the last meeting, a 'please wait here' sign is now on the floor away from the reception desk, together with signs on pillars and on the desk in an attempt to get patients to stand back and allow privacy. This appears to be working well so far.	
4. Patient Satisfaction Survey 2013/14	
<p>The Porter Brook survey was carried out between November and January. As agreed by the Group, Survey Monkey was used as a tool to collect and analyse responses. The survey was advertised on the website and in the waiting room. Patients who had consented to receive email or texts were sent links to the survey. However, as in previous years, the bulk of the questionnaires were completed in the waiting room by patients attending for appointments. This information was added to Survey Monkey later by admin staff. In total, 423 surveys were completed, which the Group felt was sufficient to ensure a fair representation.</p> <p>Our branch site, Student Health at SHU has devised and carried out its own survey to obtain feedback relevant to the student population attending that site.</p> <p>Results of the survey had been sent out to all Group members 2 weeks before the meeting. These were discussed in conjunction with a comparison of results over the previous 2 years and an action plan was formulated.</p> <p>Getting through on the phone – Of those who tried, 94% of patients found getting through on the phone very or fairly easy. This was the same as last year and no actions were identified.</p>	

Access within 2 working days – 71% of patients trying to see a doctor and 88% trying to see a nurse were able to do so within 2 days. This was a significant improvement on doctor availability, possibly as a result of the recent additions to the clinical team. Action:

- Continue to monitor access on future surveys

Duty Doctor – 86% of patients who felt they needed to be seen before the next available appointment were offered a call from the Duty Doctor. This is a 14% increase on last year. It was agreed that the Duty Doctor system was now well established, with some patients preferring a phone call to a face to face consultation. The majority of comments were positive. No actions were identified.

Booking ahead - The ability to book ahead with a preferred doctor or nurse was a pleasing 88% for doctors and 96% for nurses. This was very similar to last year. It was agreed that, taking into account holidays, part time working and cover across 2 sites, the figures were unlikely to improve. Action:

- Continue to ensure appointments are uploaded to the clinical system at least 4 weeks ahead

Cleanliness of the Practice – 86% of patients found the Practice to be very clean – a 10% improvement on last year. Regular audits and spot checks are carried out to ensure standards are in line with CQC requirements. Action:

- Include in future surveys to ensure standards are being maintained.

Receptionists – 83% of respondents found the receptionists to be very polite and helpful. This is an increase of 14% over the 3 years the survey has been carried out. Most comments were very positive. However, there was one comment about confidentiality. Actions:

- Congratulate reception team on the result and feedback comments
- Continue to provide regular training as required and in line with CQC expectations
- Monitor the effectiveness of the new queuing line and review in 3 months or sooner if required

Arriving late for an appointment – This question was included again to check that overall patient feeling was in line with the Practice's new Late Arrivals Policy. 93% of respondents thought that it was not acceptable to be more than 10 minutes late. Various comments were received. Some thought that patients should be able to wait and be seen later whilst others commented that there is usually a wait to see the doctor anyway. Many saw the lack of parking as a cause of patients arriving late. The Practice has already explored all avenues for extra parking. Various ways of monitoring/restricting parking have also been considered. The car park is used by staff and patients at the medical centre, the dentist and Lloyds Pharmacy. Actions:

- Publicise the Late Arrivals Policy and the impact of arriving late
- Publicise the shortage of parking on the website, newsletters, etc.
- Investigate putting a message about parking on the phone queuing system
- Consider putting up a prominent sign – Parking for Patients and Staff Only (the existing sign says no unauthorised parking but most members of the group were unaware of it) – take to Partner Group

Length of wait to see a doctor or nurse – Fewer than 10% of patients were quite or very dissatisfied with their wait to see a doctor and only 1% dissatisfied with their wait to see a nurse. Waiting times are influenced by the unexpected needs of individual patients, patients not knowing about booking double appointments and patients arriving late for appointments. Some of the comments received acknowledged the unpredictability of the wait. Actions such as publicising the Late Arrivals Policy and double appointments are covered by other questions.

Satisfaction with doctor consultations – Again this year, there was very positive feedback, with the majority of patients finding all areas of the consultation to be good or very good with a higher percentage of very good compared to last year. Many of the comments were positive although some felt that the service varied depending on the doctor seen. Action:

- Feedback results and named comments to the doctors
- Include same questions on future surveys to monitor standards

Satisfaction with nurse consultations – Nurse consultations were rated good or very good in all areas according to most patients. Additional comments were mostly positive, but again, some patients referred to the service depending on the nurse seen. Actions:

- Feedback results and named comments to the nurses
- Continue to monitor standards in future surveys

Knowledge of Practice services - Overall there has been an increase in awareness of Practice services. Knowledge of online appointment booking was poor although this service was only introduced in October. It was felt that inclusion in the survey would have raised awareness, at least amongst those completing the survey. The Group acknowledged that not everyone had an interest in, or access to, technology and, for this reason, there would always be some negative responses. Actions:

- Continue to publicise practice services wherever possible
- Actively promote online appointments and double appoints on the website, in newsletters, posters, etc.
- Include a 'not applicable' option on any future surveys

Healthy living events – There was great interest in a possible healthy living event. By far the most popular theme from the options on the questionnaire was diet and healthy eating and the most popular time to attend was early evening. There was a wide range of alternative suggestions with anxiety, stress and mental health themes featuring strongly. Actions:

- Organise a diet and healthy eating event in the early evening at the Practice within the next 6 months
- Arrange an event around stress management within the year

Recommending the Practice – 83% of patients said they were very likely to recommend the Practice to a family member or friend and a further 15% quite likely to recommend. Comments received were, on the whole, very complimentary. This was a pleasing result. Action:

- Repeat question on any future surveys to ensure satisfaction is being maintained.

<p>Profile of respondents – The Group was happy that views had been collected from every employment status, ethnic background and age group (except the over 85s, most of whom were not in a position to complete the survey). With the bulk of the questionnaires being completed in the waiting room, respondents were service users and able to comment on recent experiences.</p> <p>Comments – There were many positive comments, mostly about staff, the appointment system and general Practice atmosphere/cleanliness. Suggested areas for improvement were varied with the wait to be seen and parking featuring prominently. These areas have been covered by other questions.</p> <p>A report, including the survey results and the agreed action plan, will be produced and publicised on the website shortly.</p>	<p>Janice</p>
<p>5. Receptionists – How happy are they in their job?</p>	
<p>Reception staff had been advised that this item was on the Agenda and asked for feedback. The general feeling of the team was that this was not something that they wished to be discussed at the PPG meeting.</p> <p>Regular Reception team meetings take place with their line manager and this would be the forum for raising any issues they have. In general, difficult, rude and aggressive patients are the biggest cause for concern. Systems are in place to support staff and training is ongoing.</p>	
<p>6. Patient Information – the care.data programme</p>	
<p>Steve Joseph had requested that this item be put on the Agenda. Since the meeting was running late and the programme has been delayed by 6 months, it was agreed that this item would be carried forward to the next meeting when more information may be available.</p>	
<p>7. Practice News</p>	
<p>The following staff changes were reported:</p> <ul style="list-style-type: none"> • Dr Allum has recently returned from maternity leave • Dr Watson, one of our GP registrars, will be returning from maternity leave at the end of March • Dr Conwill, another of our GP registrars, has just left the Practice to move on to his next training placement. <p>The Practice will be rolling out Electronic Prescribing from the second week in June. More information will follow.</p>	
<p>8. Any other business</p>	
<p>None</p>	
<p>9. Date of next meeting</p>	
<p>Thursday 10th April at 6pm</p>	