

Patient Participation Group Meeting

24 January 2012

Names of patients attending the meeting have been removed to protect confidentiality.

Representing the practice: Dr Mark Merrick, Sandy Tomlinson (Practice Manager), Kathy Beddoes (Receptionist), Jane Elliott (Senior Practice Nurse), Louise Owen (Assistant Practice Manager)

Sandy introduced the members of the practice team and welcomed everyone to the meeting, commenting on how pleased the practice was to see so many people attending. She then explained what the purpose of the PPG is – which is to offer patients an opportunity to give feedback to the practice and make suggestions for how the practice should progress in the future. It is not the correct forum to raise individual concerns about patient's own care – these should be raised outside this forum with the practice manager or one of the GPs.

Matters Arising from Last Meeting

The last meeting had been held in September 2011.

- **Website** – continues to be an area for development and review. The library had been contacted with a view to holding an information session in order for patients to find out more about our website. The library were very willing for this to happen and further consideration will be given.
- **Drop in clinic at Waltham House** – progress in this had been postponed until the new Community Matron – Victoria Jennison - was in post. Victoria started work in January and whilst not being employed by the practice does work closely with our patients. Further consideration can now be given to running a clinic at Waltham House.
- **Priorities for patient survey** – Sandy thanked members of the PPG for their time in helping to design and give out the patient survey.
-

Patient Survey - Results and Action Plan

A summary of the results of the survey had been circulated to all members of the PPG prior to the meeting. The practice had also met to discuss the results and begin to put together an action plan.

Sandy outlined the main results from the survey and a separate detailed Action Plan is attached. Each section of the survey was discussed in some detail.

- **Appointments**

51% of patients were not aware of the length of their appointment
72% of patients consider it very important/important to be seen on time.
12% of patients would feel very uncomfortable/uncomfortable with receptionists asking questions about their appointment

Actions:

- *to ensure where possible that clinics run to time*
- *to make patients aware of the length of time of their appointment*

- *to let patients know when clinicians are running late (an apology from staff always helps)*
- *to publicise our new triage system more widely and explain the benefits to patients of, for example, a telephone consultation*

- **Care and Consultation**

88% and above of patients were very satisfied/satisfied that they were involved in their care; that they were listened to; that a proper history was taken during their appointment and that their diagnosis and test results were clearly explained

These results back up those that the practice regularly receives through the Department of Health Annual Survey and it is reassuring for the practice that we are working well in this area.

Actions

- *to try to engage with the 10% of patients who are not satisfied with their clinical care*
- *to develop a culture where we welcome patient feedback, both positive and negative*

- **Information**

34% of patients were given information relating to their condition and of those 90% found it useful

59% of those NOT offered information would have liked some

Actions

- *To make improvements in the amount of information we offer to patients eg website links/ printed leaflets*
- *To make this information accessible where possible to all patients eg large print, foreign languages etc*
- *To investigate potential links with library to provide some relevant books/leaflets*

- **Telephone Consultations and Website**

58% of patients were aware that we have a website and that we offer telephone consultations

39% of patients were aware that repeat prescriptions can be booked online

43% of patients were aware that appointments can be booked online

61% of patients would like information about managing their condition on our website

Between 28% and 41% of patients would like information about long term conditions; minor illnesses; travel vaccinations and links to health and support organisations on our website

Actions

- *To make more patients aware that we offer telephone consultations and to promote the benefits of such consultations*
- *Separate actions needed for those patients who have access to the internet eg collecting email addresses and for those who don't eg communication via notices in the surgery and in Community Fayre*
- *To engage the help of school nurses/health visitors in making patients more aware of the services we offer*
- *To ask patients for feedback on our website*
- *To ask for volunteers from within our patient community to place*

leaflets around the town

- *To hold a website information session at the practice (see also earlier action point re library)*

Care Plans (this section only relevant to those patients with long term conditions)

29% of patients with a long term condition are aware that they have care plan and 80% of those find it useful

50% of those without a care plan would find one helpful

64% of patients would prefer to receive it in a paper format

Actions

- *To build on the work already started by the practice on offering care plans to patients and in ensuring that patients understand what is meant by 'care plan'.*

Patient Survey Results - Patient Comments and Practice Responses

Due to time constraints the patient comments section was not discussed in great detail. However, the comments/suggestions made by patients broadly fitted into 3 categories:

- Suggestions for services that we are already providing e.g. early/late appointments
- Suggestions for services that are physically not practical for us to offer e.g. x-ray facilities
- Suggestions for services that are currently not offered by the NHS e.g. acupuncture.

News Update

A Senior Receptionist has recently been appointed. This is a new role designed to support the busy reception team and will act as a link between reception and the management team.

We have recently advertised for a salaried GP.

There was a very good response from patients participating in the diabetic survey with the majority of patients being happy with the care that they receive.

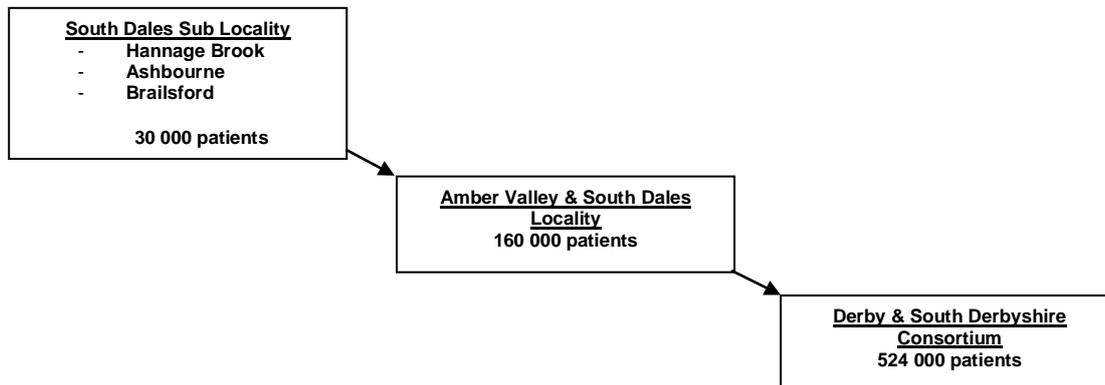
Any Other Business

What implications has the NHS reorganisation had so far on the practice? On a day to day basis there have been no major implications as yet. There is a great deal of work going on 'over and above' the practice in setting up the new Consortium structure. However, in addition to the long term changes the NHS nationally is expected to make savings so funding for some 'procedures of limited clinical value' has been withdrawn e.g. minor skin surgery and if patients wish to have this procedure done they must now pay privately.

Does the view point of GPs carry any weight in terms of the new structure? The BMA has fed into the consultation. Local GP representatives are leading the work at locality and consortium level so their influence should be much greater than at present.

There is a great deal of concern about the future of the NHS – what is the position for Hannage Brook? At the moment it is very difficult to put together a definitive statement. There is so much uncertainty, but we can look at publishing some facts and figures.

Which consortium do we fall into?



Some members of the PPG recently attended the Amber Valley & South Dales Locality Patient Group. The main issues discussed were the Clinical Commissioning Groups, Fairer Funding, the 111 telephone service and Winter Pressures.

Do we link more with Derby Hospital than with Chesterfield? Yes, but we do make referrals to Chesterfield. Patients can choose where they wish to attend. **Is there any threat to this?** No

Can the length of time the patient call notice appears on the Jayex Board be extended? Yes, done.

Is there any update on the recycling of unused/unwanted drugs? Dr Blackwell is investigating, pharmacy were unable to help. Storage could be a potential problem.

What is the 111 telephone service? This is a new service which patients can call when they need urgent medical help but it is not a 999 emergency. 111 staff will signpost patients to the most appropriate service.

Is it possible to screen off the blood pressure machine in the waiting room as some patients may find it intimidating to use? To be considered, but making it visible encourages patients to use it whilst in the waiting room and it is useful for patients who don't need to make an appointment to see a Health Care Assistant or Nurse.

Date of Next Meeting

Tuesday 17 April at 6.30pm