

Bartholomew Medical Group Patient Participation Group (PPG)

Meeting Monday 6th February 2012 - 6:00pm

Present: Dr L Wrightson (LW) GP

Dr R Kurtis (RK) GP

Denise Ewing (DE) GMS Co-ordinator (Chair)

Roy Taylor (RT) Patient
Jack Ewing (JE) Patient
Susan Diack (SD) Patient
Trevor Langton (TL'ton) Patient
Judy Wardrobe (JW) Patient
Trudy Bradshaw Patient
Tracy Thornton Patient

Apologies: Rebecca Clark Practice Manager

Eileen Dunford Patient
June Fletcher (JF) Patient
Tom Lamb Patient
Mary Sarginson (MS) Patient

Minutes	Action	Action by
1. Welcome and Introductions		
DE welcomed everyone to the meeting. Members introduced themselves as there were a couple of new representatives.		
2. Agree Minutes from Last Meeting		
The minutes of the previous meeting held on the 13 th December were agreed as an accurate record.		
3. Update on Newsletter and Patient Survey		
All agreed the Newsletter was an excellent idea and suggestions made to produce it 3-4 time a year. JW commented that the next newsletter should include clarification on the OG Surgery opening hours (ie no extended hours or Saturdays).		
4. Pilot Patient Survey		
The survey was carried out in the Practice with a total of 529 surveys being completed by patients.		
RK/DE presented the findings of the survey to the group and RT fed back his discussions with patients. These were discussed further but the main 3 issues to come of the survey needing to be actioned were –		

Getting through to the surgery on the telephone, especially between 8:00 – 9:00am. The availability of pre-booked appointments. 5. Action Plan / Way Forward Patients were finding it very time consuming and frustrating **Practice** trying to get through to the surgery, especially on Monday mornings. RK explained that providing extra telephone lines into the building would not assist patients in this, but that extra staff answering telephones during peak times would speed up the process. It was suggested that 1 dedicated member of staff be made **Practice** available for this purpose between 8:00 and 9:00am Monday-Friday. JW suggested that patients ringing for a non-urgent pre-bookable appointment might be advised to ring later in the day. DE pointed out that they are allocated on a first come / first served basis. Patients felt they were unable to obtain a pre-bookable appointment and that 14 days was an unacceptable period of time to wait. It was suggested that the present pre-bookable appointment system should be altered slightly, to better suit availability with patient demand. There should possibly be no pre-bookable appointments on a Monday to free-up appointments at peak times. There should possibly only be 3 pre-bookable appointments per GP / per day, 14 days in advance and a further 3 pre-bookable appointments per GP / per day, 24 hours in advance. Some patients were unaware that the surgery provides appointments outside usual surgery hours for patients who work. It was agreed that there were several ways to improve the publicising of our Extended Hours system for patients. These included advertising in the local paper (SD), posters in both the Branch and Main Surgeries (LW) and utilising the JX message system (DE). RK pointed out that the times are on the website and on the patient newsletter. It was suggested to carry out a re-survey in 3-4 months time, to ascertain if these changes have made improvements. TL'ton commented that the same questions should be asked in order to measure any improvements. 6. Other Feedback from PPG Members Clarification on test results was asked for. LW confirmed that the Practice will always contact patients with abnormal results, but the patients can themselves ring to ask results if they wish.

RT asked about implications on the Practice with regard to patients missing appointments (DNAs:Do Not Attend). LW commented that this is a big issue for the Practice. Sometimes patients book on the day and still DNA. TB commented that the DNA figures used to be displayed in reception. RK explained that the Practice has recently discussed implementing a policy whereby if a patient misses an appointment, they will be sent a letter to ask why and if a patient misses 3 appointments in a 12 month period, we are entitled to remove them from the Practice list. This is a policy other Practices in the area have adopted following issues with DNAs, although LW pointed out we have no plans to do this.	
RT commented that the patients he spoke to at the Practice, during the survey, made some very positive comments about both GPs and Receptionists. He felt that some patients still did not recognise that they are registered with the Practice, rather than with a certain GP.	
7. Any Other Business	
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TL'ton raised several issues –	
 Sometimes a long queue develops at reception. Could two receptionists log on at these times? DE explained that if a patient has a prolonged query, it is better for them to be taken into the interview room by another staff member, to prevent hold-ups. The bicycles in the stands outside the main entrance can obstruct the pavement, causing an H&S issue. Background music would be pleasant in reception. The meeting closed at 7:15pm.	
8. Date & Time of Next Meeting	
It was agreed to hold the next meeting at <u>6:00pm on Monday</u> <u>16th April, 2012.</u>	