

ESCRICK SURGERY

PATIENT REFERENCE GROUP

MINUTES OF THE MEETING HELD AT ESCRICK SURGERY ON MONDAY 23rd JANUARY 2012

Present: Dr Sarah Butlin (GP Partner)
Jayne Bone (Practice Manager)
Patient Representatives (9)

Welcome and Introductions

Dr Butlin thanked everyone for attending. She informed the group that the survey had been circulated for a month at both Escrick and North Duffield. The survey had been given to patients attending appointments and given out when patients collected prescriptions. 249 questionnaires were handed out and 157 of those were returned completed.

Aim of the Meeting

To provide the Patient Reference Group with an opportunity to discuss the survey results and identify 2 or 3 priority areas that the practice should consider looking at over the next 12 months.

Results of Discussion

Staff

It was noted that all the comments were positive. A patient had commented that they were surprised that the receptionist asked detailed medical reasons for seeking an emergency appointment. Dr Butlin explained that this was to determine the urgency of the appointment and to enable the receptionists to direct the appointment to the right person. The group suggested all patients were made aware of this and it should be put in the next newsletter.

Appointments

The survey showed that the practice had a range of excellent doctors. It was agreed that if a patient had an ongoing problem they wouldn't always be able to see the same GP. The group said it would be useful to have a full picture of a GP's day and perhaps this could go in a newsletter.

It was felt that knowing what to say to the receptionists helps to get seen promptly.

The group asked if Registrar's appointments could be put on-line and this will be looked into.

There were no negative comments regarding seeing a GP urgently.

Phone

The general opinion from both the survey and the PRG representatives is that the phone is regularly not answered. Unfortunately this is not the case however the practice's current telephone system does not allow the call to be queued or register an engaged tone. This was discussed at the initial meeting in November and since then the Practice Manager has liaised with the PCT who are due to download some software shortly to resolve this. It was suggested that this should be put in the newsletter to say this was pending and to show that something positive had been done to address the issue.

Premises

One of the concerns was that parking on the corner as you turn right to go past the surgery building at Escrick limits vehicle access to the car park. It was discussed whether the steps could be removed however removing them would be costly and it is easy access for people walking to the surgery. It was agreed that a no parking sign would be put up.

It was noted that the doors at North Duffield caused a problem for people with pushchairs and wheelchairs and that the inside doors at Escrick needed painting.

The notice board and leaflets need updating.

Outcome

It was agreed that appointments were fine. The telephone system required altering however this is already underway. The newsletters needed to publicise the availability of the internet however it was agreed that the website also needed updating. Replacement doors at North Duffield need to be costed. Everyone agreed it was difficult to identify 2 or 3 priority areas as the survey results hadn't identified any major concerns. One area identified was the communication through the newsletters and website. The second area to look at was the doors both at Escrick and North Duffield and this will be discussed with the GP's at a practice meeting. It was suggested in the next survey that access could be covered and nurses/HCA.

Action Plan

1. To improve communication through newsletters	To be completed within 6 months
2. Identify costs of new doors at North Duffield and discuss with all the partners	To be completed within 6 months
3. Identify costs of painting doors at Escrick	To be completed within 6 months
4. Alter the telephone system to enable calls to be queued	To be completed within 3 months
5. Fix a NO PARKING sign at Escrick on the wall outside the surgery	To be completed within 3 months
6. Update notice boards and leaflets	To be completed within 6 months
7. Update the website	To be completed within 6 months

AOB

It was mentioned that there was an omission in the last set of minutes. At the November meeting when discussing confidentiality at reception it was agreed that the notice regarding confidentiality needed to be brighter. This had been omitted from the last set of minutes. One of the patient representatives commented that the reception staff used to wear name badges and this no longer happened. Another patient representative that uses the on-line ordering for prescriptions has identified a fault with it and it was agreed that the Practice Manager would look into these matters.

Date of Next Meeting – To be confirmed