

ESCRICK SURGERY

PATIENT REFERENCE GROUP

MINUTES OF THE MEETING HELD AT ESCRICK SURGERY ON MONDAY 18th MARCH 2013

Present: Dr Sarah Butlin (GP Partner)
Jayne Bone (Practice Manager)
Patient Representatives (7)

Welcome and Introductions

Jayne opened the meeting by thanking everyone for attending

Aim of the Meeting

To discuss the results of the 2012/13 survey.

Outcome

Prior to the meeting the survey results had been analysed and these were sent out to the patient representatives to look at before attending the meeting. A few people were unable to attend but had e-mailed to give Jayne their comment. This year 128 returned the questionnaire compared to 159 last year. The general feeling was that Escrick Surgery continued to offer an excellent service and patients were happy overall. There was a concern that confidentiality was an issue on reception due to the lack of space and it was agreed that the practice would encourage as many people as possible to register on line to make appointments and order repeat medication and therefore reduce the amount of traffic through reception. It was discussed whether it was an option to have a separate area for people just wanting to collect prescriptions. It was also mentioned that some receptionists were not as polite as others and it was agreed to discuss ways to improve this at a staff meeting along with the confidentiality issue. It was agreed that Escrick Surgery could be stuffy in summer and perhaps windows could be opened in the waiting room. It was agreed that this could be done by the receptionists as the windows are locked. It was agreed from the results that patients would like to be able to book appointments with the registrar and nurses on-line and this could be possible however the slight issue with this is that nurses appointments are not always 10 minutes like the doctors so people could be booking the wrong appointment times and this could have an effect on the practice. It was agreed to look into this and the new computer system would be able to help. The main thing that came out of the survey was that patients wanted a lot more information and it was agreed to do an update newsletter by the end of April. This would explain what roles everyone had within the practice and depending on what they needed their appointment for who was the best person for a patient to see. It was also agreed to explain about chronic diseases and medication reviews. One member of the group asked for information to be added regarding a visit when coming out of hospital as this is something a lot of patients expect.

Compared to last year there were not as many issues on the action plan and 3 of these can be completed within the next 2 months. The main action was to provide an 'update' newsletter. The other areas were to discuss confidentiality and receptionists at the next staff meeting, to discuss with the partners the reception area and the possibility of a separate area for prescription collection. The final area was to promote the use of the practice website for on-line booking of appointments and repeat medication. Initially this will be completed within 2 months however this will be ongoing. The nurses appointments on-line were not put on the action plan however this will be looked into and the practice will begin working towards this however with a recent change of computer system and a move from patients with chronic diseases seeing the nurse rather than the doctor the practice felt this might take some time to get right. This along with the action plan will be discussed at the next meeting.

AOB

During the last meeting a few other issues were mentioned. It would seem the HCA appointments at North Duffield are being used regularly and this will continue to be monitored. Jayne has looked into the disabled parking bays and this is something that can be done however may take some months to sort with other priorities ahead of this. It was suggested that to encourage patients to use the on-line facilities passwords should be handed out with a step by step guide/leaflet given to patients. It was also asked by one of the group if more information could be given out with the blood results like the hospital does. It was agreed that Jayne would look into this.

Date of Next Meeting – To be confirmed.