

ESCRICK SURGERY

PATIENT REFERENCE GROUP

MINUTES OF THE MEETING HELD AT ESCRICK SURGERY ON MONDAY 24th FEBRUARY 2014

Present: Dr Sarah Butlin (GP Partner)
Jayne Bone (Practice Manager)
Patient Representatives (8)

Welcome and Introductions

Jayne opened the meeting by thanking everyone for attending. She apologised for the time it had taken to call the meeting however due to a poor response to the surveys the practice had to send out a further 70 with SAE.

Aim of the Meeting

To discuss care.data. To discuss the survey results for 2013/14 and produce an action plan.

Outcome

Jayne wanted patients to be aware of the current situation about care.data. The practice had already written to the members of the Patient Participation Group with reference to care.data. Each member had received a copy of a letter the practice was distributing with all repeat prescriptions. The letter had also been put on reception for patients to see and was been given out to newly registered patients with the new registration pack. The surgery had put posters up and also had information on the website. At the time of the meeting NHS England had just announced that there was to be a six month delay in the roll out of care.data. Some members of the group had not received any information and others commented it was in amongst their junk mail and could easily have been thrown away. The practice had already received lots of requests from patients for their information not to be shared and this had been coded accordingly.

This year 141 responses were received out of the 250 compared to 128 last year and 159 the year before that. Each member of the group had received a summary of the results prior to the meeting and some of the comments identifiable to individuals had been removed. The results were extremely positive as in previous years and it was agreed that Escrick Surgery continues to provide an excellent service to its patients. Several people had used the comments box for specific personal issues and Jayne discussed this with the group. One of the issues had taken place a year before and the other 2 years ago. As the survey is anonymised it is not possible to reply to these patients. It was discussed whether we could add a box at the end of the survey if people wanted to leave their name however it was felt that people would prefer not to do this. Jayne said it was important that patients were aware that they could phone and speak to her at any time if they were unhappy with a situation eg/ with a staff member or a practice policy. These don't have to be complaints but often patients are happy with an explanation or we might feel as a practice we need to make a change to our policy or it identifies a training need. Hopefully if these can be addressed then the practice can increase patient satisfaction and reduce negative feedback. This will be added to the next newsletter to help increase patient awareness.

Jayne had highlighted comments to be discussed and the group went through these. The percentages for the way patients were treated by staff were high and not dissimilar to the previous year. Comments were very good however identified in this section was the possibility of opening over the lunchtime period – the surgery currently is closed from 12.30pm – 1pm. It was agreed that there had been an improvement with reception staff although a lot of comments said there had not been issues in the first place.

One comment related to the practice needing to do the survey as it must be costing money and was therefore a waste of resources. The practice is paid by NHS England for participating in the Patients Participation Group and the components of this are to agree a survey with the group, discuss the results, produce an action plan and publish the survey and annual report.

It was confirmed to the group that staff members are routinely offering patients appointments at North Duffield and Escrick irrespective of where they live.

Comments were made with regards to Health Care Assistant appointments being available on line and in the past it has been discussed as to whether nurse's appointments could be available on line. The practice feels this would be difficult to do as not all their appointments are the same length of time unlike the doctor's appointments. Jayne will however discuss with other Practice Manager's to see how other surgeries get around this.

It was agreed amongst everyone that it is very difficult to come up with an action plan when there are so few issues that need addressing and this will be emphasised in the annual report. The only area identified at this point was opening over the lunch hour and therefore being open from 8am – 6pm.

AOB

It was mentioned that several curtain rails in the waiting room needed taking down or mending as there were no curtains up. This is already on the list of jobs to do and will be dealt with shortly. Since the practice went on to the new computer system last year the wall monitor has been disconnected. This was linked to the old computer system and patients could see when they were being called for their appointment. The practice felt the cost of the new monitor outweighed the benefits but appreciate for a minority of patients this is not ideal. It was therefore agreed that for anyone who is hard of hearing a screen message would be put on for the clinician to come and collect the patient from the waiting room. It was agreed by all members of the group that this could be added to the improvement plan.

Jayne thanked everyone for coming.

Date of Next Meeting – To be confirmed.