

ESCRICK SURGERY

PATIENT REFERENCE GROUP

MINUTES OF THE MEETING HELD AT ESCRICK SURGERY ON MONDAY 9TH DECEMBER 2013

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.

Aim of the Meeting

To discuss the action plan from the last meeting and to agree the questions required for the next survey.

Outcome

After welcoming everyone Jayne informed the group that the Practice had been inspected by the Care Quality Commission the previous month. The inspection had gone exceptionally well and the Practice has been declared compliant in all areas. The inspectors had given a lot of positive feedback including comments from patients that were interviewed on the day, the suggestion box and subsequent responses within the newsletters to the amount of posters and information available within the surgery including an apology notice regarding the recent flu clinic.

Jayne updated the group that all the actions from the 2012/13 action plan were completed within the timescale. Action 1 was an 'update' newsletter which had been produced to give patients more information. This included information on chronic diseases, repeat prescriptions, making appointments, prescription deliveries, urine samples and confidentiality. It also explained who our nurses and health care assistants are and the services they provide along with an explanation about our GP registrars. A section was also added to inform patients that Dr Hanly was retiring. Action 2 was with regards to confidentiality and general reception issues which were to be discussed at a staff meeting which was actioned. Along with this a privacy sign was put up in the reception area notifying patients if they require more privacy they just have to ask and the receptionist will take them to a more private area. Action 3 was for the practice to promote the on-line facilities and this is ongoing. At present 1,109 patients have registered with the practice for on-line access out of a total of 6,046. Action 4 was to look at the reception area and whether it was possible to have a separate area for prescription collection. Having discussed this at a partners meeting it was agreed it was not possible at the present time however every (willing) patient has been shown how to use the touch screen facility with the hope that by increasing the amount of patients checking in themselves this will keep numbers down in the reception area. A prescription box was also installed on the reception wall again to try and reduce the numbers of patients having to queue. The reception staff have also been told if a queue forms then they need to ask another member of staff to help out.

The 2011/12 survey had been drafted prior to the meeting. Last year, 2012/13 it was left open for discussion and was drafted at the meeting however everyone had agreed that it had been more difficult to think of areas for the survey so this year we went back to the original way and the survey was drafted by the practice. This was then sent out to all the members of the Patient Participation Group to study prior to the meeting.

Question 1 related to how patients were treated by staff. This question is asked every year by the practice to check standards haven't fallen. Question 2 related to improvements in the reception team as last year this had been identified as an area of concern. The Care Quality Commission inspector had commented on this as she had seen our PPG minutes and survey on the website. Having discussed this with her it was agreed to put the question in this years survey as it was important to show the problem had been addressed. Question 3 related to how busy the reception area was and if improvements had been noticed. Questions 2 & 3 had originally only related to Escrick however it was requested that these were duplicated for North Duffield, which they subsequently were. Questions 4 and 5 related to appointments and to access and again these are questions asked each year to check standards haven't fallen. Question 6 related to the Practice's 2 new Salaried GP's. Having had a long standing doctor retire the Practice wanted to get a feel from the patients as to how they have settled in. Question 7 related to communication and was agreed a question needed adding to ask how patients currently find out about changes within the practice. It was agreed to have an example of why the practice would want to send a text message eg/appointment reminder. One member of the group asked for a question to be added as to whether patients would want to receive e-mails instead of texts form the surgery. Although the question was put in, it was explained at the time that the practice wasn't sure how feasible this would be. It was agreed that several questions needed an additional box adding for N/A.

With these amendments agreed Jayne informed the group that this year 50 surveys would be sent out with SAE to patients who didn't come into the practice regularly. There was a concern that the survey was completed by the same people each year who come in on regular basis. Once 250 surveys had been given out then the results would be analysed and another meeting arranged to discuss the results.

AOB

Members of the group commented that the resurfacing of the access road from the A19 had made a huge difference. Jayne also notified the group that at the same time as the road was resurfaced the lights along the side of the access road had been mended and were now working again.

Date of Next Meeting – To be confirmed.