

# ESCRICK SURGERY

## PATIENT REFERENCE GROUP

### MINUTES OF THE MEETING HELD AT ESCRICK SURGERY ON MONDAY 21<sup>ST</sup> NOVEMBER 2011

**Present:** Dr Sarah Butlin (GP Partner)  
Jayne Bone (Practice Manager)  
Patient Representatives (10)

#### **Welcome and Introductions**

Dr Butlin opened the meeting by thanking everyone for attending and introduced herself and Jayne Bone, the new Practice Manager. The patient representatives introduced themselves and explained their reasons for wanting to be involved with the Patient Reference Group.

#### **Aim of the Meeting**

The Patient Reference Group will be involved with decisions about the range and quality of services provided by the Practice. Dr Butlin clarified that it was not a complaints forum or there to deal with individual complaints. The practice had produced a draft survey to discuss with the Patient Reference Group and the aim of the meeting was to discuss and amend the survey accordingly before being sent out to a larger group of patients. The feedback from the survey will help the practice tailor its services in the most efficient and effective manner.

The alterations the patient representatives felt needed amending were:-

1. No room for comments. A small comments box should be added after each question and a large box for comments should be added at the end.
2. For the option of answers 'Excellent' should be removed and 'Fair' should be added.
3. Add to the beginning of the survey 'All these questions relate to Escrick Surgery and the services it provides and does not relate to any Out of Hours services.'
4. Alter question 5b) from 'Ability to speak to a doctor on the phone when you have a question or need medical advice?' to 'Ability to seek telephone advice that day.'
5. Question 7 related to access to the building for a disabled person. It was felt that this should be generalised and should consider everyone, especially mums with pushchairs.
6. It was felt that questions 9-12 were only relevant if patients had access to the internet. It was therefore agreed to insert an additional question 'Do you have access to and are willing to use the internet? If yes then please answer the following.'

#### **Outcome**

The survey will be amended next week with the intention of being available for patients to complete starting the following week. The surveys will be sent to the branch surgery at North Duffield and also be available in reception and in the waiting room at Escrick. Surveys will also be sent out with prescriptions to be collected. They will be given out for a month or until 200 have been completed whichever is first. The results of the survey will then be summarised and discussed at the next meeting to identify 2 or 3 priority areas that the practice should consider looking at over the next 12 months. The practice will then discuss the feasibility of changing these areas and liaise back with the group re the outcome.

#### **AOB**

A general discussion took place after the survey had been discussed with patients mentioning difficulty getting through on the phone, gritting of the car park in bad weather, the inconvenience of people parking outside the surgery to collect prescriptions rather than using the car park and privacy in reception. It was agreed that Jayne would look into these matters and discuss at the next meeting.

**Date of Next Meeting – Monday 23<sup>rd</sup> January 2012 7pm**