

Littledown Surgery

Minutes Patient Participation Meeting Tuesday 12 February 2013

Present: Emma Prince, Practice Manager
Julie Hall, Assistant Practice/Reception Manager
12 patients

Emma thanked all the patients for coming to the meeting, and said that it was good to see an increase in the numbers from last time.

She asked everyone to sign in and checked that all patients had completed a Patient Group form so that we have all their details.

The main agenda item for this meeting was the review of the results of the Patient Questionnaire.

The Patient Questionnaire was distributed using a number of mechanisms:

- Handed out in the surgery by the Receptionists
- Sent to people booked in for NHS Health checks
- Posted to people asked to update their Summary Care Record status.

We had 102 questionnaires back, which we felt was a good response from our patients.

Review of Responses

Q1

The results were that the radio was slightly more popular than the Health Information TV. We discussed the fact that the TV system will cost the practice £1000 a year from April, in order to have the information updated. The group agreed that they didn't think this was a good use of practice resources. In light of this discussion, and that 52% of respondents that preferred the radio, the group agreed that we would remove the Health Information TV system and use the radio as background noise for the waiting room.

Q2

Classic FM was the preferred station, although it was suggested that we could vary the station occasionally.

Action: Practice to remove TV system and get some speakers for the Waiting Room

Q3

The overwhelmingly preferred option was to be able to have blood tests done at the surgery for all patients (87%). Emma explained that establishing this service would be fairly complicated as we would have to look at staffing and the costs of providing the service. However Emma committed to exploring this option and seeing if it would be viable.

Action: Practice to explore providing a blood test service to all patients at the surgery

Q4

This question was asked to gauge whether we needed to do more advertising on any of these services. The group felt that additional promotion of the evening surgeries would be useful (and the practice confirmed that these are offered routinely when patients asked for appointments). The practice will improve the information available on these three services (including website, waiting room and patient leaflet).

Action: Improve patient information on the evening surgery, OOH service and Pharmacy ordering

Q5

This question asked patients whether they would value a number of suggestions made by the Patient Group. It was agreed that we would start with implementing the most popular three suggestions, and then look at the remaining ones over time. The most popular three suggestions were; Name badges for admin staff (large print!), information for patients on Surgery times and information on local pharmacy opening times and services offered. One patient recalled a booklet that was given out to new patients some years ago (maybe sponsored?). This had proved very helpful. The patient said they would bring it in for Emma and Julie to have a look at.

Action: Practice to implement name badges for staff, and information on surgery times and pharmacy services

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Q6

This question related to patients who were unpaid carers to relatives or friends. We were able to identify a number of new carers. Some helpful suggestions were also made by patients. It is very important that we are aware of people who have a caring responsibility for another person as is an important factor in their health and well-being.

Q7

The practice is considering revamping the Waiting Room and Reception area. A main driver behind this is the wish to improve patient confidentiality. Question 7 gave patients the opportunity to give suggestions on things they felt would be important as we took this project forward. We discussed the following areas (but this is not an exclusive list of issues to be addressed by the refurbishment)

- Water cooler would be helpful for patients. One patient would like a hot drinks machine but Emma was concerned about the risk to children if we had hot drinks in the waiting room
- Automated sign in screen was generally felt to be a good idea, although some patient like speaking to Reception to sign in (this would not be prevented, patients would just have the option to use the screen instead if they wished)
- Hand sanitizer – this is currently available on the Reception desk, but maybe isn't as visible as it could be.
- Flower/plants – would make the Waiting Room more attractive but would have to be looked after
- Fish tank – would be pleasant and relaxing, but we're not sure the practice staff have time (or expertise) to maintain it, and it would be expensive to get a company in to maintain.
- Prescription drop-off box – on outside of building. Some patients thought this would be more secure than putting through the letter box where they could be seen.
- The information on display should be reviewed; it is a bit cluttered and 'busy' at the moment

Action: Practice to continue developing ideas for the revamped Reception and Waiting Area, incorporating ideas from the Patient Questionnaire as agreed. Continuing input from the Patient Group.

Q8

This question gave patients the opportunity to make any other suggestions for ways we could improve the running of the practice

- Blood taking at surgery – already discussed
- A discussion on the lovely manner of the Reception staff and how they sometimes have to deal with difficult situations and patients being unpleasant
- We talked about whether it was possible to let patients know if the surgery was running late. This would be difficult as it would be different for every doctor and nurse. Something to give some more thought to!
- There was a full discussion on the issue of patients who don't attend for their appointments. A patient suggested we should contact patients who do not attend (DNA) for 3 appointments in a set period of time, and we should publicise the number of DNAs each week.

**Action: Practice to keep the list of suggestions for further discussion within practice and with Patient Group
Practice to publicise DNA's each week, and consider contacting patients who DNA repeatedly**

Chair of Patient Group

Emma suggested it would be beneficial to have a patient chair the Patient Group. A patient who couldn't attend this meeting had volunteered to be chair. No-one else at the meeting wanted to volunteer.

Action: Emma to contact the patient and ask him to be Chair – also to discuss with the new Chair a date for the next Patient Group meeting