

## **THE ROSSINGTON PRACTICE**

### **Patient Forum Meeting – 31<sup>st</sup> March 2014**

#### **Apologies**

George Sheldon  
Mary Lawrence  
Anastasia Cooke  
George Richards  
Diane Field

#### **Present**

Beatrice Davey, Michael Davey and Sheree Ridley, Practice Manager.

Sheree welcomed new member Mr Michael Davey and Mrs Beatrice Davey. Sheree explained the purpose of the Patient Forum meetings and thanked them for taking his time to attend today's meeting.

#### **Patient Survey Results**

The purpose of this meeting was to look at and discuss the results of the recent patient survey which took place in March 2014.

A patient survey was conducted between the 10<sup>th</sup> and 14<sup>th</sup> March 2014. A total of 30 surveys were analysed. Questions 1-8 were regarding the patients experience following their consultation with the GP. Questions 13-19 are about the practice overall.

#### **How Do You Rate the GP You Saw Today**

The questions were rating the GPs on being polite, making you feel at ease, listening, assessing and treating the condition and explaining and arranging any treatment required. Mr and Mrs Davey felt that they had positive experiences recently when visiting the GP and did not have any concerns with regards to the level of care being provided at The Rossington Practice.

#### **Confidentiality, Trust and Honesty**

The patients were asked if they agreed that their information was kept confidential and whether they felt that the GP they consulted was honest and trustworthy. A majority either agreed or strongly agreed with these statements. There was one patient that stated that they strongly disagreed with this statement. Mr Davey asked if we could find out the reason for this as it was something that needed addressing. Sheree explained that as this was an anonymous survey, it was impossible to identify the patient and discuss the why they would feel like this.

Mrs Davey was surprised to see that nearly half of the patients surveyed would say no to this question as she has not experienced any problems in seeing a doctor on the same day. SR explained that there is a duty doctor available between the hours of 8.00 am – 6.00 pm for urgent and emergency issues.

### **About Receptionists and Appointments**

Overall the results were positive and the group also agreed that personal contact with the receptionists is very good.

Mr and Mrs Davey had very positive comments and praise for the reception team.

Telephone access is an area that requires improvement, but Mr and Mrs Davey did not have any problems in getting through on the telephone.

### **Opening Times**

Only 2 patients surveyed stated they were not happy with the times that the practice is currently open. Preferred times were before 8 am, after 6.30 pm, Saturday and Sundays. The group did not feel that the practice needed to be open on any additional hours.

### **Overall Experience**

A high number of patients felt that the service they received overall was good or very good. It was found that a small number found that it was less than satisfactory and this was obviously disappointing.

The majority of patients surveyed would recommend that practice to family and friends which is a positive.

### **Any Other Business**

Sheree reported on the practices recent CQC visit and areas that required improvement.

Two areas were in need of improvement and these were as follows:

**Infection control:** repair of treatment room with mould. Sheree explained that this had now been rectified and in full working order fit for purpose. Sheree also informed Mr and Mrs Davey that the treatment couches were in need of repair and was identified at the visit in November, these couches had now been re-upholstered.

**Management:** The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care (outcome 16). Whilst the practice did discuss Significant events, these were not evidenced and disseminated to all the staff in the practice. Sheree explained that the practice now holds a monthly staff meeting to discuss any significant events and identify learning points and share these with the whole team.

Mrs Davey requested a second female GP as the current female GP was popular and booked way in advance and had difficulty in booking an appointment with.

**Premises:**

The drainage problem in the car park was discussed and the group informed that the drainage had now been repaired.

Sheree also informed the group of the problems with the lead flashing being stolen from the roof and the resulting damage from the subsequent rainfall that has caused water damage to the internal of the property. The problems that followed were also discussed regarding the insurance and landlord taking 3 weeks to authorise repairs. The group commented about withdrawing from the lease etc. Sheree informed the group that there were another 11 years left on the lease. Sheree informed the group that NHS England were being updated with problems that the practice encountered with regards to the premises.

Date of next meeting: TBC September 2014.