

Patient Participation Group

FEEDBACK AND LATEST ACTION PLAN

- PPG meeting: Tuesday, 14th August 2012

Foreword

During our most recent PPG meeting we were pleased to have the opportunity to welcome many new members. Following on from this meeting, I am pleased to be able to share with you the Practice Action Plan.

Purpose of the group:

The purpose of the group was discussed and agreed. This enabled us to have a clear understanding of the reasoning behind the meetings and framework within which we can develop the group. All those present agreed that the forum was to raise issues to assist the practice in improving the overall services provided by the practice to all of its patients. The previous meeting minutes and subsequent changes implemented were reviewed as a result of patient feedback through the questionnaire and previous meetings.

Changes implemented

- Doctors' appointments
- Nurse appointments
- Ear irrigation

Having previously recruited an additional practice nurse the appointment availability is much improved. We have been able to offer practice nurse appointments both on-the-day and in advance. The minor illness nurse is able to deal with on-the-day minor illnesses which have increased appointments by an additional 100 per week. A detailed leaflet educating patients on ear care is available and given to patients when they book an appointment for ear irrigation.

Current issues discussed

Appointments:

Appointments were discussed at length, revealing that the majority of the group did not have a problem obtaining an appointment. The general consensus was, overall the appointments system worked well. It was suggested that improved communication regarding the services offered and how they are used could be improved.

How we manage and deliver appointments was explained in order for the group to gain a better understanding of the appointments system, and how factors such as; the season, GP sickness, DNAs and the unintended misuse of appointments can impact on the availability.

DNAs:

It was felt by the group that information should be displayed regarding how many patients DNA their appointments during any given month. The aim is to raise patient awareness on how many appointments are wasted, by patients failing to contact the surgery to cancel an appointment. The hoped outcome was that there would be fewer appointments wasted therefore more appointments available.

Change in 'script'

When contacting the surgery to book an appointment, the receptionists are required to ask the patient the reason for the appointment. It was felt by the group that this could, and was often viewed as an intrusive and unnecessary question. The reasoning behind this question was discussed with the group and the necessity of the question was explained. In order for the patient to be seen by the most appropriate clinician and in an acceptable time scale the receptionist would need to have a brief description of what the problem is. Together a more informative 'script' was agreed. The change and use of the new 'script' is intended to facilitate the patient to better understand why the question is asked.

Raise awareness of Saturday surgeries and clinics:

Many of the group members were unaware of the availability of Saturday morning appointments. Although this information is displayed within the practice newsletter, leaflet and website it was felt more 'active' promotion of the Saturday appointments was necessary.

Alcohol dispensers:

A patient's daughter raised the issue to her mother (PPG member) that she did not see many alcohol dispensers around the practice. Although there are dispensers located on reception they are not always easy to reach if there are several patients booking appointments etc. It was agreed that there needed to be an increase in the dispensers available.

Future priorities:

1. Display the monthly figures for DNAs.
2. Change the 'script' when asking the patient the reason for their appointment.
3. Display more prominent posters advertising Saturday opening times.
4. Provide more alcohol dispensers around the surgery.

The general consensus of the PPG was, overall the practice was providing a good service. It was felt that a quarterly meeting would be appropriate, in order for actions to be taken and feedback reported. All members were informed of the 'Stakeholders' meeting being held at Trinity Park on, 11th September 2012.

Future PPG meetings:

Tuesday 2nd October 2012 – 1-2pm.

Tuesday 27th November 2012 – 1-2pm.