

St George's Medical Centre

St George's Patient Participation Group



Minutes of Meeting 14th March 2013 12:00pm

1. Welcome and Lunch

Attendance: Dr Botros, Varsha Chohan Practice Manager, K Thapa and A Mohamed.
PPG - MB, FH, NC, JB.

Apologises: S Birdi, J Guinto, V Hana, B Gill.

PPG - SM, DJ, VJA, WF, SK, MG, AR, RS and AS

2. **Introduction:** Varsha thanked everyone who attended and gave the apologise for those who could not attend

Outline of the meeting's agenda stated.

3. **Discuss minutes of last meeting held on 12.10.2012** – Varsha briefly discussed minutes of previous meeting and all happy and did not have any comments.

As per previous minutes the PPG agreed and proposed the following questions to be part of the new questionnaire which will help the practice:-

Patient Survey Questions –audited on

- Access to Doctor and Nurse
- Obtaining Repeat Prescription
- Obtaining Test Results
- About Staff
- Aware of Website
- Aware of Online prescription

4. Discuss achievements

New appointment system: 100% of the attendees stated that they are pleased and content with the pre-booking system. As one can not foresee medical emergencies, we have also provided with the opportunity of same day booking, if called before 8:30 to 9am. Everyone agreed it was a sound system.

Health Check - Practice has invited all patients at the age of 45 and 74 years old who do not have a clinical diagnosis and provided the health check.

5. Patients survey audit

(Audit handouts given to all attendance – please refer to **Appendix 1**)

A Survey Audit was conducted between November and January 2012/2013 with a total of 75 patients completing the survey.

Regarding the opportunity of speaking to a Doctor or Nurse on the telephone when necessary 45 patients stated that it was good to excellent. Patients need to bear in

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mind that they need to call before 10am on the same day to arrange the telephone consultation with Doctor.

Late attendance/waiting time: Attendees of the meeting stated that the waiting time has significantly cut short; evidence from the Patient Survey stated that 55 out of 75 stated that the “length of time patient had to wait for an appointment” ranged from good to excellent. One reason to why patients wait so long is before they did not press ‘ok’ stated on the arrival machine, this is crucial. Another reason is that more than one problem is explained by the patient at one consultation, when the policy is **one problem per appointment**, as each consultation with the Doctor is for 10 minutes maximum. If more time is needed then this must be stated to the receptionist at the time of booking an appointment.

Choice of Doctor - We had a satisfaction positive feed back from patient who have the opportunity to chose which Dr they would prefer to see.

In obtaining a repeat prescription on time, 53 patients have stated that it was very good to excellent. We would like to stress that the Practice policy is 48 hours for a prescription to be ready and not to except anything less.

In obtaining test results only 2 patients out of 75 found it poor regarding “were you told when to contact us for your results”. Patients need to give the clinicians 1 week for the results to be finalised. Dr Botros added on by saying “it is the patient’s responsibility to contact the surgery for their test results.

Pre-booking appointment creating lots of DNA (did not attend)

Practice Website -43 out of 75 now about practice website and

Online Prescription – 45 out of 75 now how to order prescription online.

6. Action Points

The following action points were agreed by the PPG based on the outcome of the survey:

DNA – did not attend: With the introduction of pre-booking, there has been an increase of DNA. In order to tackle this we will provide visual aids such as posters to state the significance of not attending an appointment without giving 24 hrs notice of cancellation by actually stating the number of appointments missed by patients for Doctors and Nurses. – this action has been continues from previous meetings

Contact details:

As a General Practice Surgery our aim is to help you the best we can as a team, working with patients to provide the best medical service possible. Unfortunately this is quite difficult to do when up to date email and contact numbers/addresses are not provided to the GP. Although we had provided a small form to complete to update contact number and email addresses, we will have problems of reaching patient. Therefore, we shall provide visual aids and reception staff will enquire with patients face to face.

Test Results – Varsha will create a word document hand out sheet to remind patients to contact the surgery to obtain their test results with time limitation on when to call

Website and Online prescription – To get more patients to access website and complete their prescriptions online

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Change of carpet in waiting area – as part of the Care Quality Commissioning (CQC) practice will be assess and audited on health and safety and infection control for both patients and staff.

7. overall service provided by the practice

Everyone stated that the practice has improved a lot and patients are pleased with the service

8. open discussions

Pharmacy: There has been an increase of patients who use pharmacy service of ordering, collecting prescriptions and delivering medications to those that are housebound or those who are in full time employment and do not have time to do so.

Flooring: there will be some physical changes such as the flooring, consultation rooms, and reception area from the 1st of April 2013 as per Care Quality Commissioning [-CQC], which is a non-departmental public body of the United Kingdom government established in 2009 to regulate and inspect health and safety of GPs in England

Changes of NHS: in regards to referral, patient needs to meet specific requirements in order for the referral to be accepted. The referral is accessed by two alternative Doctors and judged accordingly. NHS want to save money by cutting down on unnecessary referrals/appointments. Compliments by patients are made as they do not get what they want but there are limitations put on by NHS.

9. Sum-up

Varsha concluded the meeting by briefly discussing the above action points and all Members of the PPG agreed upon and will discuss the outcome in next meeting. Dates will be notified at a later dated. Varsha ended the meeting by thanking all the members for attending and giving apologies for those who could not make it and copies of the minutes will be either be emailed or posted to them.

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Dr A M Botros

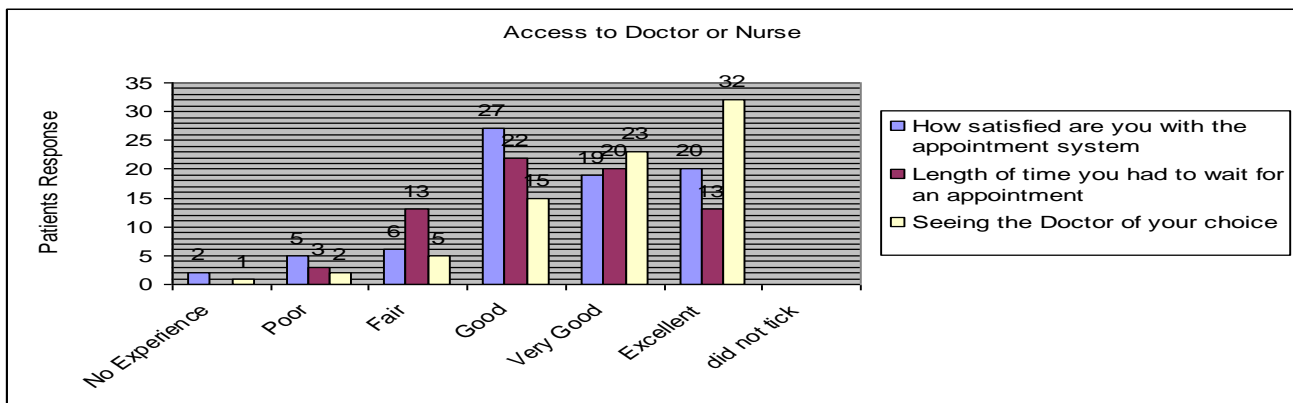
Appendix 1

Survey Audit

Conducted between November and January 2012/2013

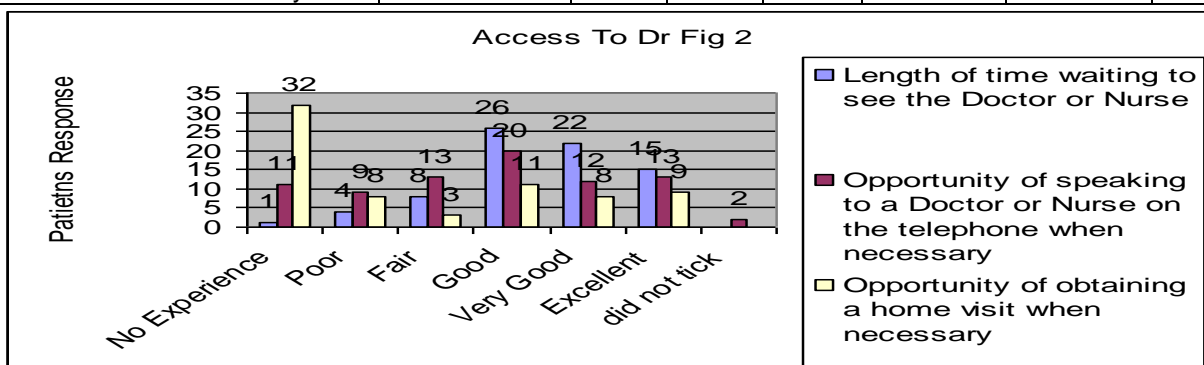
Access to a Doctor or Nurse Fig 1

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick
How satisfied are you with the appointment system	2	5	6	27	19	20	
Length of time you had to wait for an appointment		3	13	22	20	13	
Seeing the Doctor of your choice	1	2	5	15	23	32	



Access to a Doctor or Nurse Fig 2

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick
Length of time waiting to see the Doctor or Nurse	1	4	8	26	22	15	
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	11	9	13	20	12	13	2
Opportunity of obtaining a home visit when necessary	32	8	3	11	8	9	

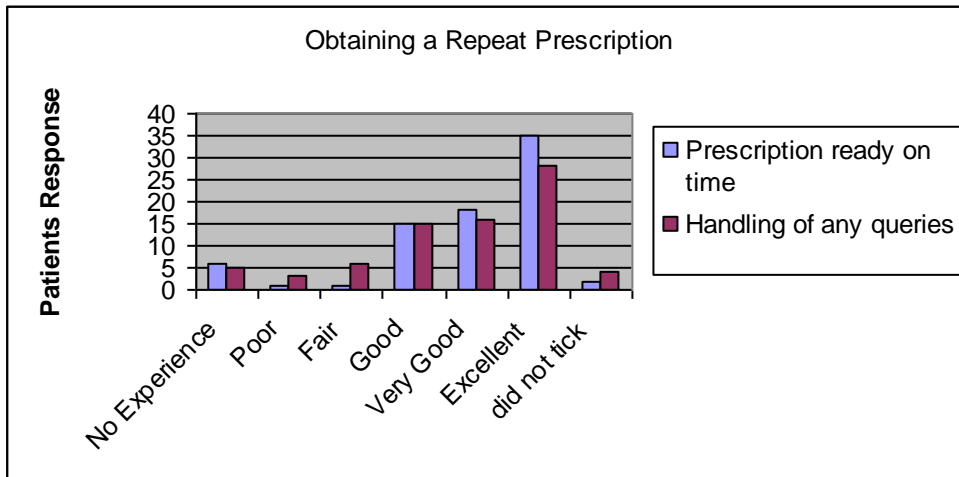


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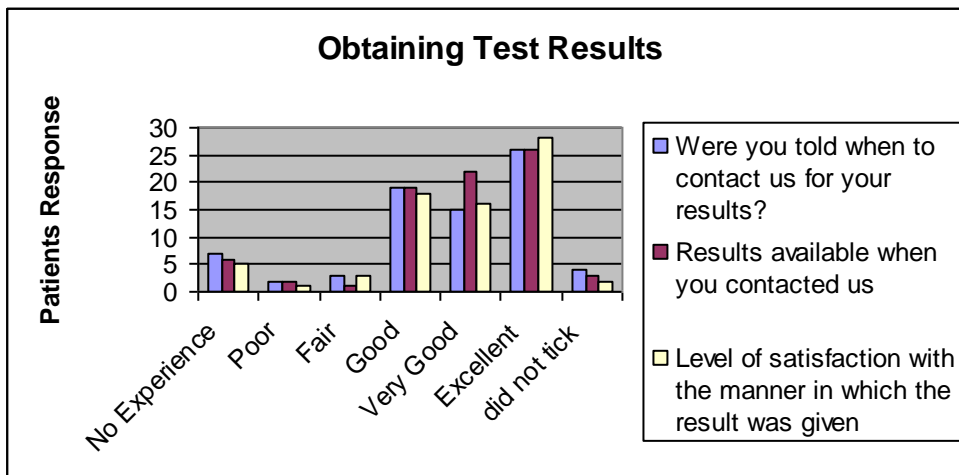
Obtaining a repeat prescription

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick
Prescription ready on time	6	1	1	15	18	35	2
Handling of any queries	5	3	6	15	16	28	4



Obtaining test results

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	Did not tick
Were you told when to contact us for your results?	7	2	3	19	15	26	4
Results available when you contacted us	6	2	1	19	22	6	3
Level of satisfaction with the manner in which the result was given	5	1	3	18	16	28	2

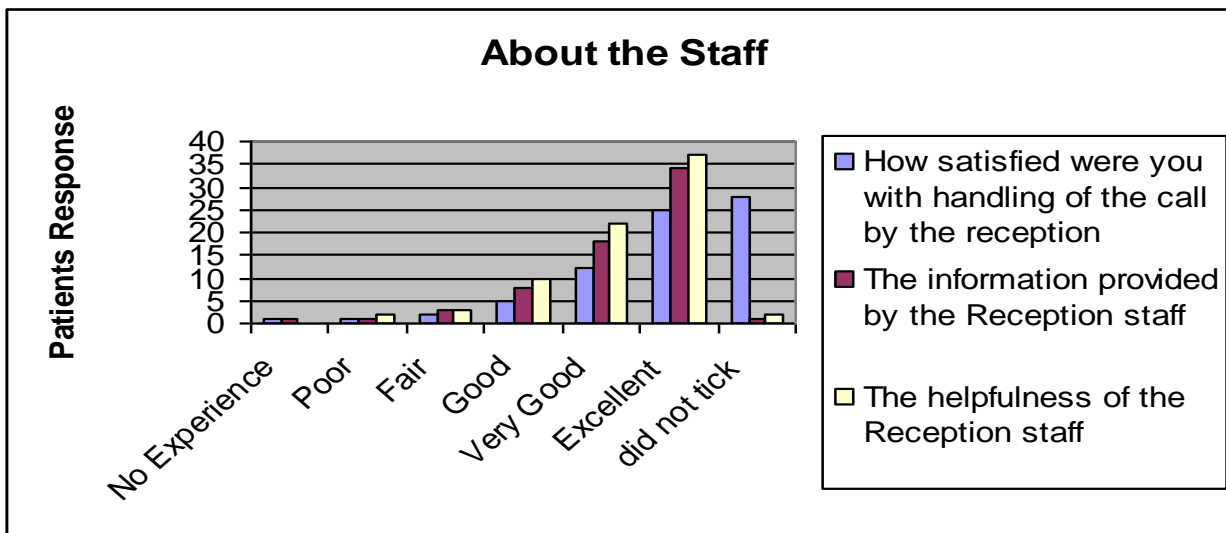


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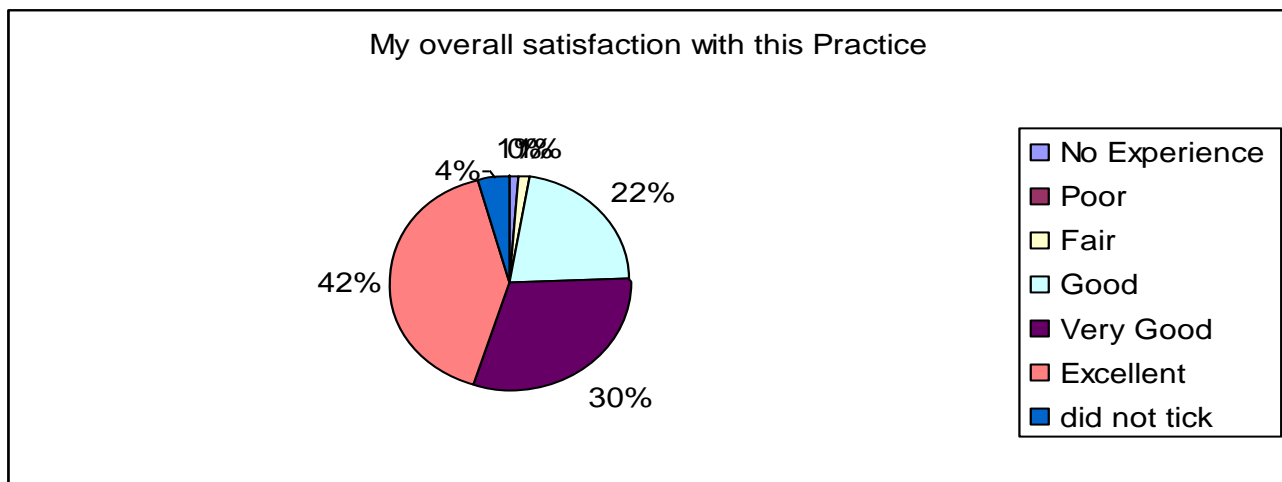
About the staff

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick
How satisfied were you with handling of the call by the reception	1	1	2	5	12	25	28
The information provided by the Reception staff	1	1	3	8	18	34	1
The helpfulness of the Reception staff		2	3	10	22	37	2



And finally

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick
My overall satisfaction with this Practice		1		1	16	22	30

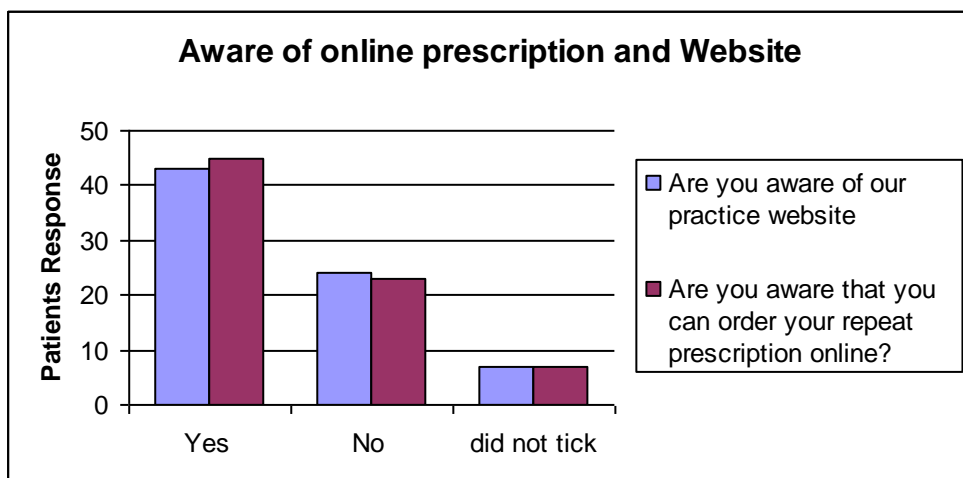


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Aware of Online Prescription and Website

Description	Yes	No	did not tick
Are you aware of our practice website	43	24	7
Are you aware that you can order your repeat prescription online?	45	23	7



Comments
would like appointment to be made on day(8:30 to 9:00) if needed sometime you cant wait
Excellent Service
I would prefer female doctors for personal and religious reasons.
Could be improved if all appointments kept within its time given.
I have been with my doctor for a long time. I am very happy with the service.
I think it a very good practice
good all time
Go back to the old system of appointment
Keep up the good work
Nurse that takes blood test her service to me are unsatisfactory.
Do not change the new system of appointment is good
Great Surgery to be very happy with the service I receive