



St George's Medical Centre

Patient Participation Group



Minutes of Meeting 14th February 2014 12:00pm

Attendance: Dr Botros, Varsha, Sukhminder, Kiran, Nikita, MB, FH, DJ, VA, NC, WF, JB

Apologies: SM, AR, AS, VS, Ahmed, Viviane, Jemimah, Baljindar

1. Welcome and refreshments - Varsha welcomed everyone and was very happy to see the patients.
2. Discuss minutes of last meeting – Varsha discussed the following points from previous meetings
 - CQC regulation and reminded volunteers to support practice during CQC visit and practice will contact them to attend when being inspected – patient group were happy to be contacted agreed to talk with CQC members.
 - 128 Patient questionnaires were completed by the 31.12.2013 and Varsha has audited the outcome.
 - Discussed outcome of Action Points taken from meeting held on 24.09.2013

Action Point	Outcome	Date Completed
Conduct Patient Survey agreed by Patients Group	Will complete during October to December 2013	31.12.2013
Audit survey questionnaire	Varsha to audit on survey questionnaire to discuss in next meeting held on the 14.2.14	31.01.2014
Add alcohol gel at front reception entrance for patients.	Varsha ordered alcohol gel and Dr arranged to have wall mounted	31.01.2014
Toilet Roll Holders	Varsha ordered huge toilet roll holder and Dr arranged to have wall mounted.	31.01.2014
Hand drying machine in Patients toilet.	Drying machine still in progress	Still in progress
Fix couch in nurse room or get stool	Still in progress.	Still in progress

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Group happy and noticed the actions completed as agreed. Patients commented on the waiting area as all the posters were taken of which all gave positive feedback as waiting room walls was over full with unnecessary information. All agreed to only keep important leaflets in rack and practice information on blue board. Varsha commented that practice has bought a laminator to laminate all posters so will be easy to clean and avoid paper information being damaged. The practice will complete the two outstanding actions as soon as possible.

3. Outcome of Patient Questionnaire Survey

- Hand-out of complete audits were given to the group and the following were discussed

Overall outcome of Patient Survey – total of 128 patient's survey completed

Access to Doctor/Nurse

1. Overall **101** patients are satisfied with the appointment system
2. **97** patients are happy with the time they wait for an appointment – which means patients do not wait very long as we are able to give out appointments on the day – if patient call in the morning before
3. **104** patients get to see the Doctor of choice
4. **87** patients out of 128 surveys have commented that the waiting time is good to excellent.
5. About **59 patients have not had any experience on home visit** – but 43 patients commented good service provided for home visits. 9 patients commented poor to fair service.

Repeat Prescription

6. **103** patients manage to have prescription ready to collect within 48hr – practice policy and aim is to completed all repeat prescription and have signed by the Dr before 48hr. The other 21 patients did not comment or have had no experience of requesting repeat prescription.
7. **29** patients have no experience/not tick on queries handling for repeat prescription and the other 93 patient are satisfied on how queries are handled.

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Obtaining Blood Test Results

8. 93 - 97 of patients are satisfied on the overall handling/obtaining of blood test. The other 17 to 23 of patients have not had experience or not tick the box. Although the above average is high still a number of patients do not call the surgery to find out their test results. Patients need to understand the importance of contacting the surgery to get there test results

About the Staff

9. Patients are happy with the good job the staff are doing at the practice as overall 107/109 out of 128 patients have commented as good to excellent – where staff are helpful, provide information and handling of calls. Group discussed that when patient are at reception desk the staff are very busy looking at the computer screen and takes them very long to serve the patients. At one stage WF waited 7 minutes before he was responded to. Varsha mentioned that this will be a training issue for the staff and will make sure that reception staff acknowledges all patients at reception desk. If they are busy they should at least give eye contact and inform patient that they will be with them shortly.

Overall Satisfaction with the practice

10. There are 103 patients who are overall satisfied with the practice compare to 15 patients who did not tick the box and 10 patients who are not happy.

Patient Awareness

11. **Practice website** – only 76 patients are aware of our practice website – and 52 said no as a practice this is not good – we need to promote the website to all patients as lots of practice information is updated on there on regular bases.

12. **Online Repeat prescription** – only 50% patients are aware of our online repeat request through our website and 50% patients are not – this would be an action point for the surgery to promote online repeat prescription – this safes patient coming to the surgery twice for request and for collection.

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13. Telephone consultation – only 58 patients are aware of telephone consultation – again practice needs to promote this to all patients. As some problems can be actioned over the phone saving patients coming into the surgery unnecessarily – taking time off work/school to attend appointment. Dr will confirm with patient if there is a need of being seen at the surgery during the telephone triage.

14. Would you like the opportunity to book appointment on-line – very positive responses of 74 patients would like online appointments

4. open discussions

- Dr Botros discussed about the new clinical system the practice has recently changed over to. All practice staff including the Doctors and nurses are having teething problems which is affecting consultation time and staff have back log work which they are trying their best to complete on daily bases. The practice has taken this change very positive as this new clinical system brings lots of future positive improvements to the practice ie online appointments, electronic prescription, text messaging and many more.
- Training issue for reception staff to acknowledge patients at desk even when very busy.
- Varsha discussed the extended hour on Monday and introducing Friday just for the winter period. Extended hours are from 6:30pm to 8:00pm. Fridays are for on the day booking for emergency only.
- Sharing Patient Data – Dr Botros – discussed with the group about – the government rolled out letters to all patients in the uk to give them information about data sharing and give patients a choice to opt in or out for data sharing. Data sharing is where patients records are uploaded to a spine so NHS professions can have access to patient record to provide

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correct and quick treatment to patients i.e. hospitals, Dentist, District Nurses, Out of hours service. This helps quick health service responds to patients. For example a patient attends A&E with a major problem. A&E doctors can access patient's records to find out about any allergies, any other health condition the patient suffers from. All details will be accessed with a click of a button which can help them to provide quick treatment. Negative point patient mentioned was that anyone can have access. If patients do not opt out then they will automatically be added on the spine. Varsha informed group that more information has been added onto the practice website. None of the members of the patient group have received any form of letter about DATA SHARING. FH herd the information on the News.

- With today's meeting the Patient group agreed with the following action points which is including information from patient survey audit.

ACTION POINTS

Patient's Survey 2013/2014

Date	Description	Action	Outcome/Date Completed
14.02.2014	Making patients aware of our practice website	Group suggested if the information can be added on the TV and LCD screen in waiting area and also receptionist staff to promote this information.	7 th March 14 added to LCD screen. Reception continuously advice patients of practice website – on going awareness.
12.02.2014	Online repeat prescription via website	Group suggested if receptionist staff could make patients aware of	Reception staff promote online prescription to

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		our online repeat prescription request. Add information on the right hand side of prescriptions; add information on TV and on the LCD messaging system.	all patients who request their prescription and advice given to all new registered pt and hand them practice leaflet with information - on going improvement and awareness
12.02.2014	Telephone consultation	Reception staff to inform patients – when pt booking appointments. Add information on TV screen and LCD messaging system	07.3.14 added information on LCD screen – reception make patient aware when booking appointments. On-going awareness
14.02.2014	Online appointment promotion for service	Help from new clinical system	On-going – awaiting new clinical system to set up.
14.02.2014	Text message sent to patients when they book appointments and a reminder is sent a day before appointment to remind patients	Help from new clinical system	On-going – awaiting new clinical system to set up
14.02.14	Add data sharing information	Add poster in waiting area	Varsha to download information from website – to laminate and add in waiting area due by May

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14.02.14	Training for reception staff on customer service	Varsha to organise with all staff	In house training and discussed in practice meeting on 11.2.14

5. Sum-up - group happy with the actions completed from previous meeting held in September 13.

Patient group have agreed to all the above actions and will review in next meeting – dates not agreed as yet. Varsha informed group that minutes will be emailed to them. All agreed. Varsha thanked all patients for attending and closed meeting.