

OPEN DOOR SURGERY PPG MEETING 19th MARCH 2015

MINUTES

- 1) Introduction of new members to the PPG – NP and RR. Both have newly registered with the surgery and offered feedback on the most important qualities that they were looking for in a new practice, the most important being quality of GP and ease of access.
- 2) Progress on the three action plans from last meeting:

Improved awareness of our website and on-line services

We have displayed large signs in the waiting rooms with the website address.

On the blank right hand side of each prescription we are now printing a message informing patients that they are able to order repeat prescriptions and book appointments at Tooting surgery through the website.

Newly registered patients are being informed about on-line services.

This was achieved within the 3 month timescale that had been agreed with the PPG. This priority area and timeframe were documented on PPG meeting minutes and published on the website.

Display reception and clinic opening/closing times in waiting room.

Our Balham surgery has always been a walk-in service but there are three GPs working at that site so patients have been asking to know which days and at what times each clinician is working.

We now have a clearly visible timetable on the Balham reception desk which shows the start times and closing times of each clinic and when each GP is working.

At Tooting we run a mixture of appointment based and walk-in clinics, which left some patients confused. There had been a comment left on NHS choices website that our opening times were not clear.

We have since put up notices on the practice door window and by the reception desk with the clinic times and whether it is walk-in or for booked appointments.

We have placed these timetables on our website as well.

This was achieved within the 3 month timescale that had been agreed with the PPG. This priority area and timeframe were documented on PPG meeting minutes and published on the website.

Photo display of staff

This was requested by the PPG in order to assist patients to recognise members of staff that they had spoken to in person, that may have assisted them, or that they had complaints against. Patients can be naturally reluctant to ask for the name of a staff member, especially if wanting to make complaints, and this can leave them feeling powerless to express their views. The wearing of staff name badges may not be practical either, so this was thought to be a good method of achieving this priority area.

We have placed a photo notice-board in each waiting area with small photos of each staff member at that site, with their name and job title.

This was achieved within the 6 month timescale that had been agreed with the PPG. This priority area and timeframe were documented on PPG meeting minutes and published on the website.

3) Patient feedback – Friends and Family Test on website

Four months ago we put up a short questionnaire on our website for patients to complete and offer a comment about our practice. The main question was ‘would you recommend this GP surgery to your friends and family?’

We have had about 50 replies per month and so far the responses have been exceedingly positive. This shows that all the changes we have made thanks to our patient group suggestions have been paying off, for which we are very grateful.

4) Decide on next action plans

We decided on further areas that we could look to improve before the next meeting;

- We will look to expand the patient group further and target under-represented groups, for example those from a Pakistani or Black background, young mothers, those with physical or mental disabilities. The GPs will be handing out PPG invites to patients that may be interested. We will also be developing a ‘virtual PPG’ for

those that cannot attend the practice. They will be kept abreast of practice changes via email.

- We will look to tidy up the notice-boards in the Balham waiting area, currently they are rather cluttered and many notices are either repeated, too small to be read from a seated position, or randomly placed. We will attempt to arrange the notices in a logical way so that patients can find exactly what they are looking for.

Next meeting – September 2015