

OPEN DOOR SURGERY PPG Meeting 16TH FEBRUARY 2017: Minutes

Attendees:

Dr S Dutta (GP)	A.D.	M.K
Dr S Mittal (GP)	N.D.	A.C
Poonam Mittal (Practice Manager)	S.S.	K.J.

1) Patient feedback – Friends and Family Test on website

Since December 2014 a short questionnaire has been 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?’

Of a total of 555 replies in that time, **94%** patients would recommend us which we are very pleased about, it shows that the service provided is being appreciated by our patient group.

Looking at Google reviews we have 5 reviews over the past 12 months, and each of these have a 5/5 rating. There is one comment:

‘Excellent service. The surgery always delivers high standard, patient centred individualised care to their patients’

There was one negative feedback on NHS choices:

‘reception staff are useless, they never give the correct information’

We have discussed this case at our weekly practice meeting and agreed that new staff were working at that time and may have not known our usual procedures and practices. It is essential that they ask should this be the case.

2) Promoting self help for patients during a busy winter period.

We discussed ways in which patients can utilise other services that may be easier to access than their GP.

Many in the group had not heard of the minor ailments scheme run by local pharmacies. Dr Dutta will try to obtain posters about this to place in waiting rooms.

Information about managing minor ailments can also be put on the website although we acknowledge that not all patients use this.

Waiting room noticeboards can be better utilised to place information about local services on a 'Community Board' – e.g. out of hours clinics, counselling and bereavement services, home help for carers, citizen's advice bureau, advice about benefits and housing and information about discounted gym memberships/access to exercise.

We have TV screens in both waiting rooms which are currently redundant. Our practice manager is in the process of applying for funding that can be used to improve our patient's experience. We can use this funding to replace the screens and play information that patients will find useful.

- 3) Influenza vaccinations started in mid-September. Our HCAs been trained to give vaccinations and this has eased the pressure on GPs. We have done very well with our targets and only a few dozen vaccines remain.

Thank all members for attending today, it was a very productive meeting with many great ideas from all participants.

Next patient group meeting: Sept 2017