

**Longlevens Surgery**  
**Minutes of meeting**  
**Of Patient Participation Group**  
**Friday 14.3.2014**

**Attendees:**

Dr C Makanjuola	GP Partner
Mrs G Hawlins	Practice Manager
Mrs D Morman	Patient Group member
Mr A Hook	Patient Group member
Mrs J Gardiner	Patient Group member
Mr M Gough	Patient Group member
Mrs L Carter	Patient Group member
Mrs I Jones	Patient Group member

**Apologies:**

Mrs A Grogan

Virtual input from Mr B McInerney

**Introduction:**

Gill Hawlins opened the meeting. Welcoming everyone and thanking them once again for help and support during the last year and for sparing the time to help the practice reflect on the recent Practice Survey conducted in March 2014.

We try hard to be representative of the practice profile overall and are working hard to recruit new members, with Mrs Carter recently joining who has two children and offers a different perspective to our group. We are of course always looking for more new recruits.

**Patient Group profiles:**

Mrs D Morman; 49 years old with 5 children. Has been a patient at Longlevens for some 38 + years and has recently resigned from the Civil Service after a 30 year career and is enjoying new ventures.

Mrs J Gardiner; 68 years old, a retired Ambulance Service employee and is now actively involved in volunteering at GRH. She has 9 grandchildren and 1 great grandchild. Jane has been a patient at Longlevens for some 44 + years.

Mr M Gough; 73 years old, a retired fire officer. A keen volunteer at GRH.

Mr A Hook; Mr T. Hook 66 years old, recently retired from the Pharmaceutical industry. Re-joined the practice after moving back to Gloucester 4 years ago.

Mrs Louise Carter; 44 years old, married mum of two, works in insurance since leaving school, a patient at Longlevens forever!

Mrs Irene Jones; 85 years young, with two children, has been a patient for 5 years but lived in Longlevens for 60 years. Was a legal secretary in her working days.

## **Terms of Reference**

This is very much along the same lines as in previous years.

GH explained what the Practice was trying to achieve with its patient group. The Participants were very much a voice for the other patients within the practice. The group have met a number of times during the last year. Fundraising has been fore front with money raised towards the purchase of a new ECG machine for the practice. Fundraising took the form of a table top sale, car boot and numerous raffles during the course of the year.

The group have been pivotal in providing the impetus for this and we are very impressed that they are able and willing to do this on behalf of the practice. A big thank you from us all.

The Group are next planning a Quiz night with fish and chips at the village hall and will be meeting in April to discuss and plan this. Future fundraising monies to be put towards, hand rail for wall outside, new curtains, carpet for the waiting room.

## **Priorities for the Practice in 2013**

GH started by explaining that 2013 was a particularly busy year and indeed patient expectation and new changes from April with the introduction of the new contract will also bring its own challenges. Our staffing has seen significant changes with some staff sickness, including clinical staff, maternity leave for our new partner who replaced Dr Foster in October 2013.

New administrative/Reception staff has proved challenging to ensure we continue to provide continuity of care and a high level of customer service.

## **Patient Survey**

GH opened the conversation commenting that our overall score of ***88% of all patient ratings about this practice being good, very good or excellent.***

A well-deserved increase on last year's survey!

The number of patients providing feedback this year was 161 which although looks relatively small number against our 7000 patient list, this was just for the practice results and indeed the Doctors have their own results and surveys.

The Questionnaire was commissioned through CFEP UK Surveys and provides excellent and detailed analysis.

To be statistically significant the Government also commissions a survey which was sent out to a random selection of patients on at least an annual basis and this was also used by the practice. The latest results can be viewed from July – September 2013 by accessing <http://www.gp-patient.co.uk/results>.

A sample of the Core Questions and results from this survey are summarised below for those without access to the Internet.

**Q3. Ease of getting through to someone at GP surgery on the phone**

Base: All

	%	N
Very easy	40	46
Fairly easy	47	54
Not very easy	*	*
Not at all easy	*	*
Haven't tried	9	10
Total		116

**Q4. Helpfulness of receptionists at GP surgery**

Base: All

	%	N
Very helpful	62	72
Fairly helpful	36	41
Not very helpful	*	*
Not at all helpful	*	*
Don't know	*	*
Total		115

**Q12. Able to get an appointment to see or speak to someone**

Base: All

	%	N
Yes	93	104
Yes, but I had to call back closer to or on the day I wanted	*	*
No	*	*
Can't remember	*	*
Total		112

The comments made in our Patient Survey March 2014 were then discussed. The results were very good.

Our mean score overall has increased for this survey and indeed the National mean score was 72 and our overall score 77 which is a massive achievement for us and shows the hard work and dedication of our clinical team and admin team alike.

- 1. The waiting room comfort was discussed.**  
Action – change radio station  
Consider change to curtains  
Consider change to floor covering
- 2. Advertising of opening hours and Extended hours**  
Action – Poster to be prepared and advertised fully/update Website as appropriate
- 3. Advertising services within the practice**  
Action – to look into the possibility of having a rolling screen with messages for patients
- 4. Time for appointments**  
Patient awareness of 1 problem per appointment, be willing to see other Doctors if more acute or wait for own Doctor if routine

5. **Customer service training for staff**

Action – ongoing support for all staff

6. **Text reminders**

Already implemented for some appointments, possibility of rolling out as new clinical system does allow this.

7. **Seeing Practitioner of choice**

Action – to have more acute problem book on the day appointments for our locums when used allowing patients to book in with normal Doctor for more routine matters.

8. **Opening hours – Saturday morning or late evenings**

We have had Saturday morning clinics in the past and although this is useful for some patients we now find that by having two early mornings a week, Wednesday and Thursday, we are offering more extended hours appointments than required and with our full team of clinicians from Doctors to Nurses and Health Care Assistants, where on a Saturday this was limited to one Doctor. We are offering a full range of services to include health checks, blood tests, ECG's and normal routine bookable ahead Doctor Appointments.

9. **Radio**

**Action:** Reception staff to be aware and adjust volume as necessary and change channel.

**Other suggestions from patient group**

1. Fundraising – the group seem keen on some form of fundraising and in particular to help with equipment for the Surgery.

**Action** – Quiz night

GH stated that a report would be circulated to all Patient Group members and also published on the practice website [www.longlevens-surgery.nhs.uk](http://www.longlevens-surgery.nhs.uk) The Poster giving our achievement from the Survey would also be advertised in the Reception area.

Date and time of next meeting 28.3.2014

End of meeting – a big thank you to all

## **Further information**

We tried very hard to ensure our patient group represented the views of our diverse surgery population. We tried to encourage members by an Advertisement for patients to come forward in our Monthly newsletter and a poster in the surgery. Invitations were also sent to a number of patients who may have brought views of underrepresented groups.

Patient views were sought in two ways, firstly through our Patient Survey, Improving Practice Questionnaire Report March 2014 produced by CFEP UK Surveys and secondly by discussing with our Patient Group.

Findings of survey are included in the above report and further comments taken from the Survey are included below.

Please see below our opening times and access details.

---

## **Comments from IPQ Report March 2014**

### **Your patient feedback**

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- I always feel confident with this doctor. He always puts my mind at rest so no changes thanks.
- Excellent, always the best.
- Remove all books/magazines - potential for transmitting germs. Remove small 'wall' outside, invitingly low but dangerously high - thereby causing 'trips' and stumbles.
- Extend Saturday opening.
- This is a very good practice and I think it is the best in this area.
- Always satisfied with service against expectations.
- Opening hours awful. All GP practices should be open 7 days a week. Out of hours NHS services pathetic in the 21<sup>st</sup> century.
- Opening on a Saturday morning.
- The recent retirement of the head of practice and the appointment of a successor makes it difficult to comment on the GPs.

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- I just feel very grateful for the service I have at this surgery.
- An excellent practice already.
- Coffee machine.
- General Saturday surgery would be good. Reception staff (a couple of them) can be terse.
- Never had any problems.
- Couple of later evenings opening hours. Doctors on Saturday morning.
- Recently transferred to area, level of service impeccable. Only issue experienced is length of time NHS takes to transfer notes from previous GP to enable continuity of care.

• I always find I manage to get an appointment on the day if it is an urgent matter for myself or my young children. I am very happy with the service provided. Thank you.

• I can't think of anything.

• By letting doctors have more time with a patient.

• Would be nice to get an appointment whenever you like but that is difficult.

• Excellent practice and doctors are working there.

• I think this practice is excellently run.

• More than happy with all.

• None.

• No.

• Cannot comment on opening times as I have no idea what they are! Some of your reception staff need re-training in the art of customer services.

• I have 12 weekly injections and would like to be able to book appointment for 12 weeks' time - used to be able to do this.

• No, I am quite satisfied with the practice.

# LONGLEVENS SURGERY TIMETABLE 01452 522695/525547

[www.Longlevens-Surgery.nhs.uk](http://www.Longlevens-Surgery.nhs.uk)

<b>BY APPOINTMENT</b>	<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	<b>THURSDAY</b>	<b>FRIDAY</b>
<b>DR R H WEBSTER (MALE)</b>	9.00 – 11.30 AM 3.30 – 5.50 PM (ANTENATAL)	3.30 – 5.50 PM	9.00 – 11.30 AM 3.30 – 5.50 PM	9.00 – 11.30 AM 3.30 – 5.50 PM	9.00 – 11.30 AM  <b>Friday PM Duty Dr only by rotation</b>
<b>DR C MAKANJUOLA (FEMALE)</b>	9.00 – 11.30 AM	9.00 – 11.30 AM 3.30 – 5.50 PM	9.00 – 11.30 AM	<b>DAY OFF</b>	9.00 – 11.30 AM  <b>Friday PM Duty Dr only by rotation</b>
<b>DR S HANDLEY (MALE)</b>	9.00 – 11.30 AM 3.30 PM – 5.50 PM	9.00 – 11.30 AM 3.30 – 5.50 PM	9.00 – 11.30 AM 3.30 – 5.50 PM	9.00 – 11.30 AM 3.30 – 5.50 PM (ANTENATAL)	9.00 – 11.30 AM  <b>Friday PM Duty Dr only by rotation</b>
<b>DR K KINDLER (FEMALE)</b>	9.00 – 11.30 AM 3.30 PM – 5.50 PM	9.00 – 11.30 AM	DAY OFF	9.00 – 11.30 AM 3.30 – 5.50 PM	9.00 – 11.30 AM  <b>Friday PM Duty Dr only by rotation</b>
<b>REGISTRAR (subject to change)</b>	9.00 – 11.30 AM 2.30 PM – 4.50 PM	9.00 – 11.30 AM 2.30 PM – 4.50 PM	9.00 – 11.30 am <b>Afternoon off</b>	9.00 – 11.30 AM <b>Afternoon off</b>	9.00 – 11.30 AM 2.30 – 5.00 PM
<b>PRACTICE NURSE</b>	ALL DAY – 8.30 – 12.30 & 2.00 – 5.40PM	ALL DAY – 8.30 – 12.30 & 2.00 – 5.40PM	ALL DAY – 8.30 – 12.30 & 2.00 – 5.00 PM	ALL DAY – 8.30 – 12.30 & 2.00 – 5.40PM	ALL DAY – 8.30 – 12.30 & 2.00 – 5.40PM
<b>HEALTH CARE ASSISTANT</b>		1.30 PM – 5.00 PM	8.30 AM – 12.30 PM	Morning 8.30 – 12.30 pm 1.30 – 6.00 PM	ALL DAY – 8.30 – 12.30 & 2.00 – 4.30 PM
<b>HEALTH PROMOTION BY APPOINTMENT WITH PRACTICE NURSE ASTHMA, DIABETIC, HEART DISEASE, WEIGHT AND WELL PERSON, STOP SMOKING</b>	<b>PARENTCRAFT CLASSES BY ARRANGEMENT WITH MIDWIFE AND HV</b>	<b>PRIVATE MEDICALS AT DISCRETION OF GP OUTSIDE NORMAL NHS TIME</b>	<b>MIDWIFE CLINIC WEDNESDAY 2.00 – 5.30 PM &amp; Friday morning every fortnight (Appt in time order)</b>	Private Chiropractor here Monday & Thursday pm by appointment	<b>NOTES TIMES AND DAYS OF DR/NURSE SESSIONS MAY VARY TO ACCOMMODATE ROTA CHANGES THANK YOU.</b>

