

**Rooley Lane Medical Centre**  
**Patient Participation Group (PPG)**

*Thursday 17<sup>th</sup> November, 4-5pm*

**Agenda**

**Ground Rules – we will...**

- Work together and get stuck in, to deliver results as a group
- Provide constructive feedback on a range of issues
- Aim to improve the experience and care for the whole practice population
- Listen respectfully
- Maintain confidentiality
- Agree that all views are valid, even if we do not agree with them – difference of opinions will happen
- Treat all members equally as individuals
- Support each other
- Have fun
- Keep to a timetable – start and finish on time

**Agenda**

1. Welcome and introductions
2. FFT update
3. Date for next meeting

# Rooley Lane Medical Centre Patient Participation Group (PPG) Thursday 17<sup>th</sup> November, 4-5pm

## Minutes

PPG members: HM, SR

Staff: Dr D, DW

### Ground Rules – we will...

- Work together and get stuck in, to deliver results as a group
- Provide constructive feedback on a range of issues
- Aim to improve the experience and care for the whole practice population
- Listen respectfully
- Maintain confidentiality
- Agree that all views are valid, even if we do not agree with them – difference of opinions will happen
- Treat all members equally as individuals
- Support each other
- Have fun
- Keep to a timetable – start and finish on time

#### 1. FFT update

SR kindly came in and did lots of statistical work on the Friends and family test gathered over the last 2 months including from the flu clinic.

#### Stats:

43 completed - 26 by females and 17 by males.

Very good	Good	Neither/nor	Very Poor	Don't know
28	10	3	1	1

38 out of 43 patients said Rooley Lane Medical Centre are either very good or good, this equates to an 88% overall satisfaction rate. We are very pleased with this result! Lots of patients left positive comments concerning our appointments system, clinical staff members and reception staff. We discussed that although 43 responses in a month is a lot (and more than previously) the feedback forms are lacking promotion in the waiting room, so therefore **DW will look at ordering some specific A3/A4 colour materials to advertise it better.**

In the meeting we looked at the written comments – both those that were good and bad. We agreed we need to feed these results back to the practice staff and patient population. SD said it is really important to feedback both the positive and negative comments – and if we have made any changes based on the negative comments. She suggested having positive and some negative comments side by side, to show how different people are having different experiences. JD said we should have a “you said we did” style approach to show how we plan to turn the negative comments into a positive change.

We also discussed how to promote the results:

- Once the display board is fixed we can have some statistics on the screen.
- JD will match up positive and negative comments so these can be presented on the notice board and in a Christmas newsletter

The small number of negative comments were about having to ring at 8am to get an appointment. The surgery think that most people can get an appointment if they ring later in the morning (unless we have staff sickness). We are aware that 8am is a busy time for people if they are trying to get children to school and themselves to work. We are also aware feeling that you need to ring at 8am causes a lot of anxiety and stress and can put people off trying. Therefore, we will do a **2 week audit, recording the time the message is put on the phones to say no appointments are left**. This will give us an more accurate time of when all the appointments are gone for the day. *(Note if there are 20 appts left, and 20 patients are currently in the queue, the GP may put the message on the phones then but not all the appts may be used up by these patients).*

### **AOB**

The group mentioned that they would like to see other team members attend these Patient Group meetings, e.g other receptionists, clinicians, or management. **DW and JD will try and arrange this for the next meeting.**

### **Date for next meeting**

Thursday 12<sup>th</sup> January 2023, 4-5pm

# Rooley Lane Medical Centre patient feedback: Autumn 2022

**43 people completed a feedback form – thank you!**

88% (38 out of 43) rated the surgery as Very good or Good.

Below are some top tips to get an appointment.

You can book appointments **online** from 8am each day.

You can come up to the practice to book an appointment.

Lots of problems can be sorted out in a telephone appointment.

We are all human. We know trying to get an appointment can be stressful. Please respect our staff. Sometimes we can also have bad days – we are sorry if this happens, please ask us to listen again. We are all trying our best. Please let us know if you think we could be doing something differently that would make it easier for you.

If you are in the telephone queue, there is a long wait, you can request a call back. This will hold your place in the queue. Keep your phone near so you don't miss the call back.

Two thirds of our appointments are now face-to-face.

For simple things like sick notes or paperwork requests you can use our e-consult service from our website.

You can book appointments directly with our physiotherapist, mental health nurse, opioid and alcohol worker, and social prescriber (really useful if you have money or housing problems, are feeling a bit lonely, or want to do something different).

You can request to have an appointment with any doctor of your choice. It is not always possible, as most doctors are not in everyday. If you would like to know which days doctors work please check the website or ask at reception.