

**ST PETER’S HILL SURGERY**

**Patient Participation Group**

**Meeting Summary/Action Points – Wednesday 28th Sept 2016**

**In attendance:**

*Representing St Peter’s Hill Surgery:* Sarah Jackson (Secretary)

*PPG members:* Kenneth Rankin, Linda Mason

**Practice update**

* **Flu jabs** – Pharmacies are poaching our patient’s! We gain small amounts of money for performing jabs, and this money goes back into the Practice and helps us to provide other services. If patient’s stop going to their GP Practice for their flu jab, Practices will ultimately begin to struggle. Sarah asked PPG members to encourage friends and family to attend their GP Practice for their flu jab instead of their local pharmacy.
* **Recruitment** – We have still been unsuccessful in recruiting a Nurse but we are interviewing again on Friday (30th Sept). We are also in the process of employing a Healthcare Assistance to replace Grace who has gone back to University.
* **Telephones** – Sarah has been in contact with the Surgery’s telephone provider, and they are in the process of working together to change the automated message that patient’s hear when they phone in to make it more clear and user friendly and hopefully cut down on patient’s frustrations. The Practice is also hoping to disable the 0844 number to avoid patient’s phoning in and facing a charge. The 0300 number will stand in the meantime but in the future we are aiming to enter into a new contract which will enable us to revert back to the local 01476 number.
* **Language barriers** – Following previous discussions about the need for translators, Sarah explained to the Group that she had discussed this with the Practice Manager and it has been agreed that we need to make better use of the Language Line service. This service is free to access and all it requires is for patients who need a translator for an appointment at the Surgery to contact the Surgery at least 48 hours prior to the appointment and the Receptionists with arrange this for them. There are translators available in hundreds of languages. The GP will then be able to call the translator in the appointment and put him/her on loud speak in order to have a three-way conversation.
* **DNA’s** – 354 patients failed to attend appointments at the Surgery in September. This equates to 61 hours wasted. These figures are now being showcased on the screens in Reception to make patients aware of the consequence of failing to cancel appointments.

**Discussion Points**

* **Website** - Group members felt that the content on the Practice website was good and that there had been a vast improvement from the old website. Ken felt that the navigation bar at the top of the page was clear and the general layout was appealing. Unfortunately we did not have Cristina’s feedback regarding the accuracy of the Google Translate tool as she was unable to attend the meeting but hopefully she will give us this information at a later date.
* **In-house communications** – Again, Group members had little criticism regarding in-house communications – plenty of leaflets/posters, useful information on screens etc. but everyone felt it would be a good idea to include something in the Reception area about Language Line.
* **Friends & Family Test** – Sarah explained that the test can be completed either online or in house; she informed the Group that the majority of negative comments seem to be submitted online. At the end of each month the figures get submitted to NHS England for comparison. As the Friends & Family Test only asks one question: “How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”, the Group wondered whether it would be more valuable to conduct a separate survey with several questions that could be used to reach a wider demographic to truly gage patients opinions on the Practice. Ken and Linda were both happy to sit in Reception one afternoon and ask people a couple of questions whilst waiting for their appointment.

**Action Points**

* Sarah to add an icon to the Practice website and also display something in Reception/on screens advertising the Language Line service available for foreign speaking patients.
* Sarah to look at organising an online survey (surveymonkey/websurveymaster) and possibly an in house survey in order to reach the patients that don’t have online access. To also check with Practice Manager/Partners whether it would be permitted for PPG representatives to ask patients questions in the waiting area.

**Next meeting date: TBC**

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