Abbey Medical Centre Patient Participation Group Minutes of meeting held on January 22, 2014, at 6.30pm

**Apologies for absence:** Gerry Coppell, acting chairman

**Present:** Janet Clarke, Shirley Lynch, Irene Goode, Jean Yarnell, Dr Irena Jaram, Eileen Grant, Sue McNab, Michael James

In view of the absence of Gerry, it was agreed that Sue would chair this meeting

**Minutes of last meeting:** Agreed

**Patient Survey results:** Although the patient survey was this year carried out centrally by the Nottingham West Clinical Commissioning Group, Michael James, who formerly analysed our survey results, attended the meeting to give us his view of our results. He said there could be no comparison with results last year because this year's survey was so different. Questions this year were, he said, similar but not the same. Regarding the comparison this year with a Mori poll of patients from our surgery, Michael said the age range of Mori poll respondents was younger and more men answered. In our survey of patients attending the surgery, the age range was older and there was a majority of women. Also there were not so many employed respondents as in the Mori survey.

**Main points to come out of survey:** 81% of patients say it is easy to get through to the surgery.

More people prefer to phone to make an appointment. **Action:** to try and encourage more people to book appointments online by publicising the issue in the newsletter.85% of patients are happy with surgery hours.

Most people are very satisfied with reception staff. A new question was introduced on being overheard at the reception desk. 60% of our patients feel they are overheard but are not unhappy about that. 20% do mind being overheard. Shirley said a sign had been put out asking people queuing at reception to stand back and give the patient in front some privacy. The playing of radio in the waiting area was also to try and distract people from listening to what was being said at reception.

**Action:** The 'stand back' sign will make it clear that people are asked to do so because of confidentiality issues and people will also be reminded via the newsletter that they can ask for a private consultation with reception staff.62% of patients do not normally have to wait longer than 15 minutes after their appointment time. Dr Jaram thought patients would understand if a doctor ran over the 10-minute appointment slot for a patient who needed longer. 64% of patients prefer to see a particular GP and said they could get to see the doctor of their choice.90% of patients would recommend our surgery to other people. Practice manager Shirley said the survey results overall were pleasing.

Sue asked if the fact that more elderly people answered our survey is a matter of concern for future service provision. Dr Jaram said the fact that elderly patients can move into nursing homes, where if they stay in or close to the catchment area they are still looked after by our surgery, can have a knock-on effect on time taken to visit them.

Sue complained that the new survey seems more complicated and is not easy to read on screen, especially if people with poor eyesight have to blow it up. Our chairman, David Cameron, who is having some time off due to ill-health, helped with the survey and said he found the Mori poll comparison interesting. He thought it might be useful to have the responses by employment status done by the proportion of each particular category who respond in a particular way, rather than by percentages of total responses.

**Matters arising:** Re patients who inappropriately go to A&E, Shirley said she could not think of what else the surgery could do to prevent this. There had been large displays in the surgery and articles in the newsletter.

Abbey has been sending a questionnaire to patients who go to A&E when it is not necessary and the results will be given at our next meeting.

**Action:** to consider those results and find out if other surgeries have a better record on A&E and if so how they are doing it.

 The committee thanked Michael James for his valuable contribution.

**Report from Nottingham West Patient Reference Group:** Sue McNab attended. PPGs are being asked to discuss additional services in GP practice.

**Action:** Shirley Lynch is to ask what are considered as additional services and will advise whether we need to publish them in our newsletter.

Personal health budgets:

**Action:** Shirley will ask what our practice knows about them. Our committee decided we did not want Dementia Friends training.

Ideas from other surgeries: Health Fairs on different topics.

**Action:** Committee members are to give this some thought and discuss at the next meeting.

Issues raised at the PRG included a 33% hike in parking fees at the QMC and City hospitals; a shortage of more experienced nurses, leading to recruitment from Portugal; on-going problems with the emergency and non-emergency ambulance services.

There was a survey of how members felt the PRG was operating and a report on the Nottingham West Clinical Commissioning group from Chairman Nigel Hallam.

**Any other business:** Shirley is concerned about the dwindling number of members of the PPG, after the death of our vice-chairman, the illness of our chairman and a number of other members who seem to have dropped out. Sue has appealed in the newsletter for new members to no avail, though Jean Yarnell has joined us after meeting members at the Movember coffee morning. **Action:** More efforts will be made to recruit more members.

The **next meeting on March 20, at 1pm**, will be the last for Shirley, who is retiring at the end of March.