**Spur Road Surgery Patient Participation Group Meeting**

**29th October 2015**

**1:30-2:30pm**

**4 Patients and 5 staff attended**

Doctor sends his apology for not being able to attend due to ill health. Introduction and every states their name and how long they have either been a patient or member of staff. Promita goes over the last meeting minutes.

**Updates**: Still having issues with NHS choices, a poster for legal highs have been put up and more posters for the elderly have been put up.

**GP Patient Survey**: The surgery may be ‘small but is perfectly formed’. Patients like the small surgery and this have been reflected in the practice’s GP Patient Survey. Results can be found at https://gp-patient.co.uk/practices/F85052

**What the surgery does best at**: 95% of respondents find it easy to get through to this surgery by phone (national average being 73%), 90% of respondents describe their experience of making an appointment as good (national average being 73%), 84% of respondents are satisfied with the surgery's opening hours (National average being 75%).

**What the surgery needs to improve on:** 47% of respondents usually wait 15 minutes or less after their appointment time to be seen (national average being 59%), 49% feel they don't normally have to wait too long to be seen (national average being 51%), 85% say the last GP they saw or spoke to was good at giving them enough time (national average being 87%).

**Summary of the GP Patient surgery results:** What the surgery does best on they excel the national average and the sections where the practice can improve on is not that far behind the national average. What the practice is finding out is that patients want longer contact time with the doctor but they do not like waiting in the reception room. This is becoming a catch 22 as the surgery by law has to provide a maximum time of 10 minutes for each appointment but patients are taking longer. What the surgery is saying to patients that if you know/ want a longer appointment time then inform the reception staff when booking so they can book the patient a double slot and other patients do not have to wait as long.

**Issues** the surgery is finding: Some patients, particularly new patients can be judgemental and do vent their anger through the internet. These are the new patients who do not know the surgery, the doctor or the way the surgery runs things but want fast results. As a surgery there is nothing we can do to stop people writing what they want about us on the websites. However it is upsetting that people do write false accusations. The surgery replies to every response but it doesn’t stop new patients reading the bad reviews and then in turn not wanting to join the practice. Below is a complaint that the surgery received through NHS choices and what the surgery replied:

‘I was informed to book an appointment to obtain a copy of my medical history by a receptionist, which I did. I noticed I was running 5 minutes late so I phoned the surgery to ask whether I should re-book or not, the response I received was "Well, that is not our problem, it's up to you, there are still 4 patients that need to be seen before you anyway, so yeah". I waited for an hour and according to my GP, I need to book another appointment because they could not print it there and then even though it was right in front of them. I was told to book a private consultation and would have to pay for "their time" as it was "complicated". From what I gathered, they were running late and it was past closing time so they could not be bothered. This GP has no understanding of how difficult it is to get time off hence why I had no choice but to book the latest appointment. I strongly urge new patients not to register with this surgery as from what I have experienced, they do not put their patient's needs first, (and) they do not even consider it.’

**PPG feedback:** The complaint does not sound right, the doctor does not charge for private consultations that is a lie. This patient is just venting their anger out they do not the surgery at all.

**Surgerys’ reply:** I find this comment quite concerning as the reception staff are trained to be polite and responsive to the need of the patient. We aspire to do that in this practice. As a NHS practice we do not handle money from patients directly or indirectly. Surgery can run late from time to time but it should not compromise patient's need. We feel sorry that the experience did not meet the high standard that we offer in this practice. Sincerely Barnali Dasgupta, Practice manager.

**Changes:** TV, Self-Check in, BP and BMI machine. However it would be nice to have the nurse in more. Then the nurse can give support to the doctor and patients would not have to wait a week to see her. Also would be nice to have a water fountain. (For health safety the surgery can’t place one in the waiting room, however there are plastic cups and drinking water in the nurses room and the staff do not mind bringing water out.)

**Nurse Shortage:** There is a national shortage of nurses. Primary Health care (GP surgeries) are at the bottom of the pyramid. Even though they are a vital role only 8% of the billions of pounds that the NHS is receiving are obtained by primary health care. It is very hard to acquire a nurse and that one nurse will work in 5 other practices.

**Locum:** The lady doctor was a very nice change and Dr Risk was a good locum so if the surgery can use him from now on.

**Reception:** Can they be more vigilant and check that the prescriptions are signed and that the forms are all filled in when sending off for patients please.

**Complaints about hospitals:** In some hospitals you have to take your own medicine and when you do the staff will take some your medication for other patients. This is why some times patients run out of medication earlier when they have been to the hospital.

**Note from Foster:** Some patients here need to understand how we book the patients appointments. Some practices who have multiple doctors will want you to call up at 7:30am that day for an appointment, you can’t book ahead. Here we offer appointments in advance. If we can’t book you in this week we will book you in next week. We use the same computer system as other surgeries but it is how we run our practice that is different. Another surgery in Deptford has a one star rating in NHS choices despite having multiple doctors. This is due to their appointment system. The reception team in turn are rude, arrogant and frustrated.

**Message from the staff:** The staff are very lucky that they know the patients on a one to one basis and that there is a good report. The reception team could not do what they do so easily if it wasn’t for the patient’s being kind and understanding.

**Message to patients:** If they can go onto NHS choices for Spur Road Surgery (Link: https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=36761) and leave a review on how they think the surgery runs.

**To do:** Posters: Patients can receive water just ask, if patient want PPG minutes, appointment system and emergency appoint system. (Put up 30/10/15)