**Minutes PPG Meeting 28/11/2018 2pm at Lordship Lane Surgery**

Present: DrD, SD, KI, JS, MW, LB, TO,

DrD welcomed everyone and thanked them for coming to the meeting. He introduced Saud who will be taking the minutes. Everyone introduced themselves.

AGENDA

**Patient survey results**

The Surgery scored above or at CCG level on most things except for Website –

75% find it easy to get through to this GP practice by phone

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 73%National average: 70%

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89% find the receptionists at this GP practice helpful

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 88%National average: 90%

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72% are satisfied with the general practice appointment times available

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 61%National average: 66%

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63% usually get to see or speak to their preferred GP when they would like to

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 45%National average: 50%

**Making an appointment**

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69% were offered a choice of appointment when they last tried to make a general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 66%National average: 62%

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73% were satisfied with the type of appointment they were offered

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 66%National average: 74%

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95% took the appointment they were offered

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 93%National average: 94%

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75% describe their experience of making an appointment as good

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 62%National average: 69%

**Your last appointment**

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54% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 65%National average: 69%

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77% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 81%National average: 87%

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81% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 86%National average: 89%

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83% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 83%National average: 87%

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90% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 91%National average: 93%

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89% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 95%National average: 96%

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88% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 83%National average: 87%

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92% felt their needs were met during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 93%National average: 95%

**Your health**

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85% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 72%National average: 79%

**Overall experience**

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82% describe their overall experience of this GP practice as good

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: 79%National average: 84%

Managing patients with long term conditions – lot of different ideas as to what that means.

DrD suggested that if have been recently diagnosed there are lot of things to get head around. Maybe group could think of what sort of help they would need if they were diagnosed. DrD stated that the group consultation was a good method of educating patients on regulating their blood pressure. DrD said that when trying to encourage self-help, we need to know what patients want and that he would be willing to do future group consultations if there was sufficient interest from patients.

**Waiting room patient screen**

DrD informed the group that he had innovatively acquired an old flat screen for patient information. The screen can play healthcare videos and can also visually display patients names when they are being called by the doctor or nurse.

**Surgery Pharmacist**

DrD said that until recently she did not know that there was a Pharmacist at the surgery. DrD explained the Pharmacist role at the surgery and that she has just completed her prescribing training and is able to see some patients. She also checks patients’ medication to ensure that they are on correct dose and ensure that patients are getting the most from their medication. She is also able to find alternatives for medications where there is a supply problem.

**Patient etiquette**

General comments were made on society being more rude and less patient. TO state that he does not even know his own neighbours. DrD commented that he has had some patients entering his consulting room while being on their mobile phones. JS asked how the doctors deal with irrational children? DrD mentioned that it was a common problem and some parents did not know ow to draw the boundaries.

**Action Plan**

**Online access** – DrD stated that the future is here and that patients had the choice of booking patients online. Staff are encouraging patients to sign up. This should help to increase patient choice in the long run.

**Delays** – majority of patients happy to wait. Notices are in place in waiting room advising patients to speak to reception staff if have been waiting for 20 mins or more. Staff will feedback to patients if there is a delay. Patients may have to rebook if want to discuss multiple problems. Any complaints received are discussed at practice meetings.

**Any other business**

DrD state that the next PPG meeting will be scheduled for the end of January.

DrD thanked everyone for attending and their continued support.