

## OPEN DOOR SURGERY PPG Meeting 28<sup>th</sup> February 2018: Minutes

Attendees:

|                 |      |      |
|-----------------|------|------|
| Dr S Dutta (GP) | N.P. | N.D. |
|                 | C.D. | R.R. |
|                 | A.G. | P.G. |

- 1) New female GP, Dr Loe, has joined the Balham branch and will be working several mornings a week.
- 2) Physiotherapy service will be moving from its existing location at the Balham branch. The service will remain but will be located elsewhere.

There are also changes afoot regarding the Drug and Alcohol service based in Tooting run by Karl, a specialist nurse. Waiting confirmation but it may also end up being relocated, which would be a loss as the service is much needed.

Maggie Dixon, our Diabetes Nurse specialist used to run clinics offering advice to our poorly controlled diabetic patients. She has retired from NHS work but she has fortunately agreed to join us on a private basis which is a real coup as she is in high demand! Our practice has one of the highest numbers of diabetics in the area so this clinic will be of much benefit.

- 3) Discussion about how we provide Palliative Care services – CMC, Trinity Hospice, regular meetings with Palliative care nurses. There has been some praise for the practice recently regarding our diligence and support for both patients and families at this challenging time.
- 4) Friends and Family Feedback/NHS Choices comments.

**534 responses over the past year, 98% would recommend our surgery to a friend or relative.** This is a further improvement from the 97% we achieved in the 12 months prior to the last meeting.

It is essential that we keep this level of satisfaction up.

Again some mixed reviews on NHS Choices/Google. These have been discussed at the practice meetings. NHS Choices complaints are anonymous which makes it hard to investigate properly and discuss concerns with the person writing them.

5) New appointments system in place in Tooting.

A concern for Dr Dutta was patients needing to see a GP the same day not having access when needed. Although they are able to attend Balham in emergencies, many would rather stick to the surgery they know. The risk is therefore that some patients may have delayed diagnosis if having to wait a day or two for an appointment.

We are now offering 5 'same day emergency' appointments at the end of the afternoon session, these are booked slots from 5.40pm onwards. Patients can obtain one of these by calling during the day. So far it has not been misused, each case seen has been appropriate so the system seems to be working.

An additional advantage is reduction of the waiting time for other patients, as half a dozen patients are not queuing for an emergency slot at 4pm.

I am also enforcing the appointment time rule – patients should not turn up early for their appointment and expect to be seen before someone that turns up exactly at the right time.

Thank you to the people able to attend this meeting at such short notice.

Next patient group meeting: Sept 2018

## Cumulative and previous survey information

Table 2

|                      | Total responses to Q1 | Percentage of patients extremely likely or likely to recommend | Frequency and distribution of ratings |        |                             |          |                    |            |
|----------------------|-----------------------|--|---------------------------------------|--------|-----------------------------|----------|--------------------|------------|
|                      |                       |  | Extremely likely                      | Likely | Neither likely nor unlikely | Unlikely | Extremely unlikely | Don't know |
| Cumulative feedback* | 534                   | 98%  | 352                                   | 171    | 7                           | 1        | 2                  | 1          |

\*This cumulative feedback is based on the sum of the previous months survey data, as below (up to a maximum of 12 months).

| Month  | Total responses to Q1 | Percentage of patients extremely likely or likely to recommend | Extremely likely | Likely | Neither likely nor unlikely | Unlikely | Extremely unlikely | Don't know |
|--------|-----------------------|--|------------------|--------|-----------------------------|----------|--------------------|------------|
| Jan-18 | 41                    | 100%   | 24               | 17     | 0                           | 0        | 0                  | 0          |
| Dec-17 | 44                    | 98%  | 27               | 16     | 1                           | 0        | 0                  | 0          |
| Nov-17 | 48                    | 96%  | 27               | 19     | 1                           | 0        | 1                  | 0          |
| Oct-17 | 45                    | 100%   | 28               | 17     | 0                           | 0        | 0                  | 0          |
| Sep-17 | 46                    | 96%  | 33               | 11     | 2                           | 0        | 0                  | 0          |
| Aug-17 | 46                    | 98%  | 29               | 16     | 0                           | 0        | 0                  | 1          |
| Jul-17 | 39                    | 90%  | 26               | 9      | 2                           | 1        | 1                  | 0          |
| Jun-17 | 44                    | 100%   | 27               | 17     | 0                           | 0        | 0                  | 0          |
| May-17 | 47                    | 100%   | 34               | 13     | 0                           | 0        | 0                  | 0          |
| Apr-17 | 44                    | 98%  | 32               | 11     | 1                           | 0        | 0                  | 0          |
| Mar-17 | 42                    | 100%   | 30               | 12     | 0                           | 0        | 0                  | 0          |
| Feb-17 | 48                    | 100%   | 35               | 13     | 0                           | 0        | 0                  | 0          |

## Patient comments

The following comments are from patients who indicated that they were happy for these to be made public.

All comments are included in their entirety but all attempts have been made to remove details which could identify specific patients or practitioners.

### Please tell us why you answered as you did in question 1:

- It's walk in and I always get seen by a doctor.
- Very good service.
- Total commitment to the health needs of all patients irrespective of the huge demands this puts on those practicing here. The name Open Door Surgery truly means what it says.
- The drop-in hours are much more convenient than the usual model and can make a big difference. However, sometimes the expertise is not there, such as advising on chronic LTCs and mental health. This can often seem like a refer-on approach. I've sometimes had problems interpreting results from secondary care and felt my questions weren't always answered. I also sometimes feel like a certain doctor could improve on listening, sometimes dismisses concerns and can be brusque.
- Most of the time I go to another surgery, but occasionally when I come here I find it quick service and satisfactory.
- Because it's near to my house.
- Long term patient happy with service given.
- I am generally satisfied with the service. Only sometimes I think the consultations are too short.
- Excellent communication.
- I always find the treatment quickly/fast action.
- I always have been treated with respect. The doctor is very helpful.

Please tell us why you answered as you did in question 1:

- Service very good.
- They always listen to the patient.
- My doctor provides a very caring service and always follows on to make sure all is well.
- Always great service.
- Because it is a good practice.
- The staff is very friendly and helpful and my doctor is extremely good and helpful.
- A particular staff member is very helpful, very caring.
- Been my GP for many years.
- Because this surgery provides good service for me and my family.
- This is the only doctor I'm aware of or have used locally.
- I am getting the service for many years.
- I like the fact that I could just walk in whenever I need to see my doctor. Also, the doctors are very thorough, they don't take anything for granted.
- Don't have to make an appointment.