**PEEL PARK SURGERY**

**PATIENT GROUP MEETING MINUTES**

**DATE: Wednesday 10th May 2018**

**Time: 1.00 – 2.00**

**Attendees:** Dr P Jha GP Principal, Sophia Butt practice manager

**Members of PPG group present**

Mr Y, Mr H, Mrs A

Apologies Mr K , Mrs A,. Mrs R, Mrs A G, Mr K, Mrs C, Mrs C, Mrs C. Mr W

**Agenda items: Patient satisfaction NHS survey results**

Welcome and introduction to all members.

Dr Jha started the meeting by discussing the NHS patient survey results.

The patient survey was discussed.

No of patients couldn’t get an appointment= 74%

Figures are below the national average at = 62%

Patients usually get to speak to their preferred gp= 31%

Patients find it easy to get through the phone = 21%

The last appointment they got was convenient = 94%

All the above figures are below the national average. PPG group discussed the survey results as one by one indicator.

The surgery demands 200 appointments per week according to the guidelines for the surgery of our size. We are giving more face to face appointments than telephone appointments. Patients are not satisfied as press and media publicising negative things and not the OTC medications which can be purchased with a small amount.

Mr Y stated that looking at the GP survey patients have some perception that majority of patients are not satisfied. Dr Jha stated that our in house patient survey revealed the positive results and the patients are happy with the capacity and the appointments.

Mr Y suggested that the government is making a lot changes , they are utilising nurses as nurse practitioner instead of doctors , there are not enough doctors and this system does not work. Training pharmacist is utilised to relieve the pressure on GP’s and the demand is increasing.

Mr Y suggested that according to the GP survey satisfaction from receptionist is good, and the patients in the surgery have never had any issues or have never found any receptionists as not being helpful. But receptionist does require politeness and have empathy towards the and this could be reason why 20 – 30% of patients might be complaining about receptionist. Patients need to be satisfied when entering and leaving the building.

Dr Jha discussed the ease of getting through to the phone.

As we have had a new phone system installed and we have had few teething problems with the phone system and the practice does not have any control over the telephone system, the reception phone does not stop ringing and it is really busy throughout the day, telephones messages will also tell you that you are waiting in queue and your call be answered shortly.

Patients find it easy to get through the phone = 21%

Receptionist phones are really busy throughout the day and the phones do not stop ringing. The patients usually have more than one queries and the rest of the patients do not manage to get through the phones. The practice has scored 77% as to find it easy to get through the phones and have 21% just below the national average of 25%.

Most patients in Bradford can- not read or write and uptake of the NHS survey is a continuous effort from the practice. OTC medications and out of 30 items are given as a doctors discretion, the GP’s are not allowed to prescribe paracetamol, ibuprofen as it costs less than a pound to purchase.

Mr Y suggested that the government has influenced the message in media, newspaper in regards to OTC medications have been influenced and re-inforced.

The local CCG has not provided any OTC medications leaflets or posters for patients. Common medications such as paracetamol can be taken for arthiritis and Ibuprofen can -not be taken. Patient engagement champion Anita hands out the leaflets .

OTC medications have been implemented and the cough medications are completely stopped and are not allowed to be prescribed any longer., antihistamines are not allowed to be prescribed any longer.

AOB

Practice nurse employment

Improvement of the appointment system.

Pre bookable appointments should not be for more than 2 weeks as patients dna.

Chronic disease appointments