

## **PEEL PARK SURGERY MINUTES**

### **PATIENT GROUP MEETING**

**Date:** Wednesday 18<sup>th</sup> December 2013

**Time:** 1pm-2pm

**Venue:** Peel Park Surgery Admin Room

#### **Attendees:**

Dr P Jha GP Principal, Margaret Jackson Practice Manager,

PPG MEMBERS: Mr xxxxxx, Mr xxxxxx, Mrs xxxxxx, Mrs xxxxxx Mrs xxxxxx Mrs xxxxxx

#### **Apologies:**

Mrs xxxxxx

The purpose of the meeting was to discuss the results of this year's patient survey. It was agreed with the PPG (Patient Participation Group) at the previous meeting on 24/07/13 that we would include the following questions in the patient survey and discuss the findings after the survey at the meeting held today.

1. What patients think about the walk-in session Dr Jha started on a trial basis in September 2013.
2. Whether patients prefer book-on-the day or pre-bookable appointments
3. What patients think about staff and doctors at the practice
4. What patients think about the waiting room area – how clean is it?

The results of the survey showed that 90% of patients thought one or two walk-in sessions was a good idea. In consultation with the PPG it has been decided to continue with the Monday walk-in session with the possibility of also holding a walk-in session on a Thursday.

56% of patients would prefer to book their appointment on the day against 43% who preferred pre-bookable appointments. In agreement with the PPG, Dr Jha agreed to carry on with both book-on-the-day and pre-bookable appointments.

Our survey showed that 97% of patients are either very satisfied or satisfied with the service they get from the GPs at this surgery. 96% of patients are either very satisfied or satisfied with the service they get from the practice nurse and 91% of patients are either very satisfied or satisfied with the service they receive from our reception staff

81% of patients found the surgery/waiting room area to be very clean.

#### **Any other Business**

Mr xxxxxx had recently had to wait 10 days for an appointment. This is unacceptable and although the staff were unable to shed any light on why this had happened we all agreed that walk-in sessions will prevent this from happening in the future. Mr xxxxxx also pointed

out that reminder letters for clinics were useful. Dr Jha said we would look at clinic attendances since the reminder letters were stopped and re-instate the letters if necessary.

Mr xxxxxx mentioned the CCG now have a structure in place for Patient Group Representatives to meet together at quarterly meetings in the City to discuss common issues. The CCG would like PPG from all practices to attend. Although there has been a slow uptake in the early stages it is hoped that PPG representatives will increase as the meetings receive more promotion.

The Patient Group Members were surprised that the practice was opening on Boxing Day in accordance with Winter Pressures. MJ explained all areas where the opening times were displayed. However, there had been only a short time to promote the Boxing Day opening.

**Meeting concluded 2pm**