

## **Peel Park Surgery Minutes**

### **Patient Engagement Group Meeting**

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

**Time: 1PM TO 2:30PM**

**Present: Dr P Jha Gp/Principal, Margaret Jackson practice manager,**

**PPG members: Mr MY PPG member, Mr MKK PPG member, Mrs JC PPG member, Mrs AC PPG member, Mrs FA PPG member**

**Apologies: Mrs JC PPG member, Mrs JC PPG member**

The purpose of this 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 24/07/2013 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 on 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 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 GP at this surgery. 96% of the 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 MK 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 MK 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-instated the letters if necessary.

Mr MY mentioned the CCG now have a structure in place for Patient Participation Group Representatives to meet together at quarterly meetings in the City to discuss common issues. The CCG would like PPG members 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. Margaret 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**

**Practice Priorities:**

Anita explained about promoting Self care in the practice and running group sessions from January. She is making patients aware of the services being run at the practice and explaining to patients how demand is increasing for appointments and educating patients to self manage minor ailments such

as coughs and colds to free up appointments and to attend the pharmacy first scheme. Anita advised that there was lots of information available that engagement lead members could give to patients in regards to self care and how to treat minor ailments and it as the community pharmacy is already involved in treating minor ailments. Anita is also giving information in regards to healthy eating and promoting weight management. Patients are encouraged to make use of the services that are available.

Anita is currently organising the open days for the practice. She is also making more patients aware and showing the use of self check in screen to reduce pressure at receptionists. Anita explained how FFT is currently being introduced from December and is contractual for GP practices. FFT questionnaires are currently given to the patients to fill out.

Practice would welcome more patients to join in the PPG group to meet demands for all age groups. Posters and messages are currently being sent to promote patient engagement and join in the PPG group but have not had any patient interest as yet.

Patient suggestion box has been placed in the waiting room for any patients suggestions. The practice welcomes the patient feedback and suggestions to improve our services.

Practice recently had CQC inspection recently and the CQC team was pleased with all aspects of practice's achievements. The report will be available in 4- 6 weeks.

**Patient Feedback:**

Patient feedback was positive on the whole and the PPG group felt that the practice is meeting their needs. Both Mary and Janet agreed that Dr Jha and the staff are doing a wonderful job in the surgery and have no complaints.

AOB None

Date of next meeting: TBA by PM