

Friarwood PPG meeting 24/5/11

Present: Kevin Duggan (Practice Manager), Liz de Dombal (GP), Jayne Wilson (Practice Reception Manager) Gisela Clark (PCT) John Nye, Anne Tollick, Janet Hardisty, Lynda Bowker, Serwat Afzal, Gerry Delaney.

Apologies: Gerald Limbert, Kath Evans.

Minutes

- The minutes of the previous meeting (date 12/4/11) were read and all agreed.
- Everybody re introduced themselves in turn and welcomed two new members to the group.
- Gisela Clark (GC) started the meeting by explaining how some of the group members had met in the previous weeks and agreed a set of questions that they could ask Friarwood patients. The subsequently compiled patient questionnaire was used to ask patients face to face in the surgery (over a number of days) what their opinion was of how the practice delivers its services.
- 87 questionnaires were completed in total and summary report had been compiled for the group to discuss.
- GC then suggested that Anne Tollick (AT) and Janet Hardisty (JH) give feedback on the experience of asking patients in the surgery to complete the surveys. AT said it was hard work but in general most people were willing to help and express their opinions. JH also said that not many patients had heard of the PPG so this had to be explained as part of the interaction.
- Some general comments fed back were around patients being very happy with the Practice services but not being happy with the appointments booking system, with long waits both on the telephone and sometimes checking in at 8am. Also the cost of phone calls to the Practice's 0844 number was highlighted as an issue especially when using a mobile phone.
- JH also commented that she witnessed an "extra's" patient with a 'poorly' baby who had to wait over 2 hours to see a GP?
- A discussion about how the appointment system worked at the Practice ensued with the conclusion that we should try to tell our patients how it

works so they understand the complexities of delivering the system. The suggestion was to do this as part of a newsletter which could be jointly compiled by the Practice Manager and the PPG. This could also then be published on the website and displayed/handed out in the reception area.

- The 0844 phone system was also discussed at length and again the conclusion was to tell our patients about this in the newsletter.
- GC thanked on behalf of the group Ann, Janet and Linda for all their hard work in obtaining the views of patients and compiling the report for discussion.
- Kevin Duggan (KD) asked the group to think about how/if we could lower the number of patients who turn up for appointments that subsequently turn out to be inappropriate? It was agreed that we could use the MYHT produced A/E leaflet to try and educate patients as to what is the most appropriate use of GPs time when considering booking appointments, and again this would be incorporated into the newsletter. Also triaging of patients was discussed and it is something the Practice will look into.
- KD also asked if the PPG wanted its own display in the Practice to publicise the excellent collaborative work it is doing, this was welcomed and a number of the group agreed to meet at the Practice on Tuesday 7th June (2-3.30pm) to take this forward.
- ANY OTHER BUSINESS
- John Nye (JN) asked if the Practice would be interested in supporting the Self Help Management Group he was involved in. JN said the Practice would probably need a license (Expert patient CIC) to implement the group within the Practice and offered to supply details so KD could make enquires as to the cost of this.
- **The next meeting for the group was scheduled for Tuesday 28th June 6.30-8pm.**
- Meeting was closed just after 8pm.