

GRAND DRIVE SURGERY PATIENT PARTICIPATION GROUP (PPG)

Minutes of the meeting 21st March 2013

Present

Barbara Young

Practice Manager

Dr Elizabeth Mogg

GP Partner

2 patients attended the meeting, 1 discussed feedback via phone, 4 apologies,

(NB: Patient names are not being published due to the rules of confidentiality, but are noted on the meeting register.)

Previous Minutes were reviewed and agreed as accurate. No outstanding actions from action plan.

Patient Survey

The Group discussed in detail the feedback from the patient survey. Barbara stated the practice was pleased with the overall satisfaction rating of 85%, particularly with the improved satisfaction with the service provided by Reception staff, but recognised there were particular concerns with the following key areas:

- Availability of appointments, particularly within 48 hours
- Seeing Practitioner of choice
- Appointment satisfaction

Other comments included waiting to get through on the phone, although the satisfaction rating for this had improved, and also GPs running late.

The Group agreed with the key issues and also noted these issues scored slightly better when compared to mean scores of similar size practices. The Group also agreed the slightly lower scores with appointment satisfaction may be due to the increased pressure on GP time and number of 'extras'/emergency appointments seen on a daily basis, as well as possibly younger, less experienced GPs. The key concern of appointment availability was discussed at length including the increasing patient numbers and the subsequent impact on appointments and availability of consulting rooms. The Practice Manager explained the list size had increased from 7300 patients in 2008 to 9000 patients currently, an increase of 23%. The Practice had increased the number of appointments over the past year by opening every day from 8am – 6.30pm, employing an additional GP for 2 days a week and increasing the number of early morning and late appointments. The Partners plan to hold an urgent meeting post-Easter to discuss the rising numbers and to re-look at all options re

appointment availability for both GPs & Nurses including temporary closing the patient list to new patients.

Seeing Practitioner of Choice was also discussed but no solution arrived at as some GPs work less hours and therefore have less available appointments. However, encouraging patients to use the on-line appointments system and booking ahead (all GP appointments can be booked a month in advance) may help.

The following actions to address the key issues were agreed as follows:

- Advertise the website more widely and promote the use of the on-line appointments facility
- Use email to promote use of website for on-line appt booking & repeat prescriptions
- Partners to urgently review all options on appointment availability including possible temporary closure of list to alleviate overcrowding & pressure on appointments and consulting rooms.
- Invite more patients from the PPG waiting list to join the PPG Group

Kingston Hospital Services at new Raynes Park Medical Centre

Bal Chohan-Rai, Business Development Manager for Kingston Hospital joined the meeting to give a talk on the Kingston Hospital outpatient services available at the new Medical Centre in Raynes Park from mid April.

AOB

Due to the lack of response from several of the existing members of the PPG over the last year, the Group decided to recruit additional members. Barbara will review the waiting list and invite another 6 patients to join the PPG.

The patients were thanked for attending the meeting and for their contribution to the discussions. The meeting closed at 5.00pm

Date and time of next meeting June 2013. Time & date to be confirmed via email.