

Preston Road Surgery

PPG Meeting Minutes 5th September 2017

Present

Dr Ella Costales (*GP Partner*), Sandra Maddison (*Surgery Manager*), Tracey Scorer (*PPG Co-ordinator*), Annie Osmond (*Reception Team Manager*), Helen Cheleda (*Information Governance and Communications lead for the Dorset Care Record*) and 14 PPG members

Welcome & Updates

- Tracey welcomed the group and apologised for the late cancelation of the July meeting due to most PPG members being on holiday.
- John Hayward has resigned from his position as chairman of the PPG due to other commitments. Tracey asked if anyone would like to step forward as chairman or maybe jointly share the role with another member. Please email Tracey if you are interested in taking up this position. We do need to have a chairman; this should not be a staff member of the surgery. This will be discussed again at the next meeting.
- A report of findings of the public consultations held earlier this year on the Clinical Services Review and the Mental Health Services review can now be found online at www.dorsetsvision.nhs.uk

Dorset Care Record – Helen Cheleda

Helen gave an overview of the Dorset Care Record which is in its final stages of implementation. Helen explained what the Dorset Care Record is, what information will be shared, what giving consent and opting out means. (Please see the attached *Better informed means better care* leaflet).

Helen asked the group for feedback on another leaflet which is the final phase of the design process, 'Sharing my DCR – what are the options'?

Constructive feedback was given on the writing colour, the layout and wording and whether a flow chart might be easier to understand the different sorts of consent.

National GP Patient Survey Results – Sandra Maddison

Sandra shared with the group the results from the 2017 National GP Patient Satisfaction Survey. The Practice has scored well against other practices, locally and nationally.

Some examples are:

- 94% find it easy to get through to this surgery by phone
Local (CCG) average: 84% National average: 71%
- 92% find the receptionists at this surgery helpful
Local (CCG) average: 90% National average: 87%
- 85% usually get to see or speak to their preferred GP
Local (CCG) average: 67% National average: 56%
- 93% were able to get an appointment to see or speak to someone the last time they tried
Local (CCG) average: 90% National average: 84%
- 77% usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 67% National average: 64%

- 100% had confidence and trust in the last GP they saw or spoke to
Local (CCG) average: 97% National average: 95%
- 91% are satisfied with the surgery's opening hours
Local (CCG) average: 80% National average: 76%

You can view the full results online and compare our surgery to other surgeries by visiting:-

<https://gp-patient.co.uk/>

Previous Surgery Surveys and Action Plans

What areas are reflected in the National Survey?

Waiting times – however we still score much better than National and Dorset averages

- 77% waited 15 minutes or less
- 76% Felt they had not waited too long
- 25% waited over 15 minutes and felt their wait was too long, however
- 95% and 97% felt their GPs gave them enough time – It is therefore important to strike a balance

4/5 themes have previously been discussed as areas for work involving:-

- Informing patients of delays
- Use of self-check machine
- Patient preparation for appointment, and asking for a longer appointment where needed
- Other options – My Life My Care, Self-help, Online, Pharmacy

Action Plans 2012 to date

Areas that have been previously addressed:-

- Waiting room layout
- Noticeboards
- Self-check machine
- TV screen
- Online Access

Further PPG/practice work on:-

- Patient delays
- Frequent DNA
- Waiting times and being kept informed
- Further utilisation of the self-check machine

DNA Results Tracey to provide DNA stats for the next meeting

Action Tracey

PPG Discussion

Urgent nurse appointments - It was mentioned that urgent nurse appointments are being used the day before, leaving no appointments on the day. Sandra explained we have now recruited 3 new

phlebotomists which will release Lindsey our Health Care Assistant to carry out further nurse duties, thereby freeing up more appointments with the nurses.

Telephone Consultations – Telephone consultations are pre-booked appointments where the GP will telephone the patient at an arranged time (dependent on how the GP is running), these are different to a quick phone call, when the GP will try and phone sometime during the working day. These are for a quick question which need answering by a GP and is not a full consultation. The PPG were unaware a patient could ask for a Telephone Consultation.

Tracey to promote this further via newsletter and in surgery.

Action Tracey

Why do receptionists ask for further information? – Sometimes it is necessary for the receptionists to ask patient questions on their illness or enquiry to ensure that their need is actioned appropriately and timely by the appropriate person. Many patients ring with prescription enquiries for example and the receptionists are able to assist rather than interrupting the GP. Similarly if the receptionist feels the patient needs immediate help or a visit might be indicated, this information can be forwarded to the GP to be dealt with urgently.

Flu Clinic 2017 – Tracey

Flu season is a busy time for the surgery; we offer vaccinations to 7,000 patients and vaccinate about 5,000. We find running walk-in clinics the best way to vaccinate the majority of our patients. Over the years we have streamlined our processes to vaccinate people quickly and efficiently. Flu clinics are a good way of passing information to patients who may not come to the surgery very often. Tracey asked if any PPG member might be available to help out at the clinic at our information stand.

Tracey thanked everyone for coming and brought the meeting to a close.

The next PPG meeting will be held on Saturday 9th December 10am-12noon

Attached:

Better informed means better care leaflet

Royal Crescent & Preston Road Practice National Survey Results