

Type of Meeting Minutes:	Patient Group Meeting.	
Time started: 14:15 pm	Date : 22/3/2012	Venue: Parkview Surgery
Time finished :15:15pm	Date of next meeting or outcome:	
Note taker: Vidya Serrao	Apologies:	
Participants Present:	5	

OUR PRACTICE TEAM AND OPENING HOURS

There is access for disabled and wheelchair patients.

Surgery Opening Hours (Access face to face or via telephone)	Extended Hours (face to face)		
Monday	8.00am- 12.30pm	2.30pm- 6.30pm	6.31pm -7.00pm
Tuesday	8.00am -12.30pm	2.30pm - 6.30pm	6.31pm -7.00pm
Wednesday	8.00am-12.30pm	2.30pm - 6.30pm	
Thursday	8.00am-12.30pm	2.30pm- 6.30pm	6.31pm -7.00pm
Friday	8.00am-12.30pm	2.30pm -6.30pm	6.31pm -7.00pm

(Extended Hours pre bookable Drs Appointments for working people or urgent on the day. Access to reception available face to face)

1.Selecting Patient group:

Patient group selected was advertised by displaying a poster in reception requiring a patient reference group three weeks before the meeting, opportunistic asking of patients from reception, as well as, phoning selected patients hard to reach category.

Variables taken into consideration for selection of patient group:

- **Age range** varied from 30 to 60 plus
- **Ethnicity** consists of Caucasian, Asian, and Afro Caribbean.
- **Occupation** all have had previous experience or knowledge of working either in community/or with people/ or in businesses, or unemployed, disabled and retired.
- **Health** Patients health range from relatively healthy, to significant or specific health requirements. Important for giving different perspective views of the demands on the NHS service and the surgery GP practice role in that service. Also this range of the patient group will provides us with further insight of the effect on the patients, of the potential/present changes to systems that will be/are implemented in the practice.
- **Nursing home patients** are not represented but feedback was taken from each nursing home on weekly visits by Dr Das.

2. Agree Areas of priority with the patient group.

Following the survey results from GPAQ and Lewisham Link Local Involvement network these were the areas most highlighted and commented on:

- Access getting through on the phone.
- Seeing a Dr
- Arriving for your appointment
- Seeing the Dr you prefer
- Opening hours

The patient group were asked about the priorities and the most important issues, these were the areas that were majority agreed for changes. Opening times were unanimous agreement as being sufficient and no action needed.

- Access getting through to the practice
- Waiting times after arriving for your appointment
- Seeing a Dr
- Seeing a Dr you prefer
- Taking Blood at the surgery
- Text message service to remind about appointment.

3. Survey Results of patient Views

Lewisham Link Survey team came to the surgery and surveyed personally on 50 patients on two Mondays morning and afternoon sessions in November 2011:

- Showed that waiting times to see the doctor in the surgery was considerably long.
- Service accessibility obtaining an appointment was long.

GPAQ - Survey handed out by reception on 120 patients over two weeks

- Dr's Appointment patients were able to get within two working days
- Opening hours are very satisfied.
- Waiting times averaged about 11-20 minutes.
- Wanted more continuity of seeing the same Dr
- Very satisfied with Receptionist
- Waiting times once at appointment overall fair but could be improved
- Speaking to Dr for advice needs improving.
- Phoning through on the phone was fair could be an area for improvement.

Statistical Results of Gpaq Survey.

Q3b. Additional hours requested	Number of responses
Mornings	10
Lunchtime	11
Evenings	23
Weekends	34
None	56

Q4a. Availability of particular doctor	Number of responses
Same day	22
Next working day	20
Within 2 working days	15
Within 3 working days	21
Within 4 working days	8
5 or more working days	19
Does not apply	16

Q6. Same day urgent availability of doctor	Number of responses
Yes	55
No	31
Don't know/never needed to	34

Q7a. Waiting time at practice	Number of responses
5 minutes or less	16
6-10 minutes	42
11-20 minutes	46
21-30 minutes	13
More than 30 minutes	4

Demographics

The following tables display the demographic data collected in GPAQ.

Q12. Sex	Number of responses
Male	51
Female	70

Q13. Age	Number of responses
Up to 44 years old	32
45 years old and above	89
<i>Mean</i>	<i>57</i>

Q14. Long standing illness, disability or infirmity	Number of responses
Yes	57
No	64

Q15. Ethnic group	Number of responses
White	50
Black or Black British	46

Asian or Asian British	10
Mixed	4
Chinese	1
Other ethnic group	10

Q16. Accommodation status	Number of responses
Owner-occupied/ mortgaged	65
Rented or other arrangements	55

Q17. Employment status	Number of responses
Employed (full/part time, self-employed)	41
Unemployed	8
School or full time education	2
Long term sickness	13
Looking after home/family	3
Retired	49
Other	5

Patients Comments GPAQ

- The doctors take good care about our issues.
- I feel staff are attentive and considerate (Doctors, nurses & Admin) and take healthcare of patients very seriously to the best of their abilities within resources available.
- No I feel I have been let down in community care.
- The nurse is very charming, she is very therapeutic.
- Most of the time I am able to get an appointment to see a GP the same day if call at 8.30am which is very good as compared to other practices. Dr Das has been very good and professional with me and the GP receptionist (Kathy) is excellent.
- The care, patience and concern shown by all practice staff, Drs, Nurses & receptionist.

- Accommodating with Appointments.
- Patient care of regular Drs (Dr. Das) is very good but the quality of patient care with Visiting Drs is not so good.
- Promptness of Service.
- Friendly & welcoming
- I'm able to discuss any problems regarding my health care.
- Generally good.
- The whole thing is very good.
- Doctor very caring.
- Yes the ability to get appointments quickly without any fuss.
- I feel listened to and supported.
- Honestly satisfied with this GP Practice.
- Most Things and good health
- I take good care of myself and exercise by walking 7 days a week.
- The care I receive from my surgery
- We are most privileged to have such an excellent & caring Dr
- I can move about on my feet.
- Good Substitute Doctors.
- We are very lucky to have such a caring Dr (Dr. Das) & receptionist is always interested in the patient's welfare.
- Dr Das is an excellent doctor always gives us plenty of time to explain.
- I have good health.
- Nurse is always very helpful and don't feel as if you are being rushed.
- Have received good care from receptionists, Drs, & eye clinics.

Is there anything that can be improved?

- The waiting time is awful.
- Yes the organisation and time keeping of my practice is poor.
- The waiting time to consult a GP after the appointment time is often unacceptable.
- Accesses to the appointment arrangements via telephone - I often miss the narrow access times.
- A bit more understanding of care for the patient.
- Nothing
- No- Standards are excellent as they are.
- The wait time is more than 10 minutes for GP appointments.
- Receptionist awareness of the practice procedures and little bit more courteous.
- Customer Service of Reception staff & availability of appointments in evenings and weekends.
- Not Really.
- No everything is just right.
- Waiting time is a little long.
- Satisfied.
- Weekend opening of the Surgery.
- Appointment times- If you are late you need to make a new appointment or wait until the end of surgery.

Any other comments.

- Keep up the Good work.
- Receptionists on shifts are always doing the job well.
- More flexibility and appointments for working (employed) people to see Dr
- I am satisfied. Thank you.
- Would like to see a Sat morning surgery.
- I'm happy with the service.

4. Patient Group meeting minutes

Access to services.

- General consensus that there is a change in patient population and is personal preference on the new telephone system with various options. Access through getting on phone is good.
- Telephone options should be made available online as it will educate patients to know their option better and don't have to wait to listen to all options.
- Patients need to be made aware about the online service as helps them get their choice of Drs Appointments and order repeat prescriptions.
- Receptionist could make patients aware of the online service when booking appointments face to face or on phone.
- They are happy with the surgery opening and closing times.
- Patient needs to be made aware of Nurses appointments.
- Suggested if blood test could be done in Surgery.
- Need to promote services for patients through posters on Nurses appointments, Pharmacy opening times, Pharmacy that run 24 hrs or late night
- Need to make patients aware of online service on the phone by having a message on it.
- Appointment cards need to have surgery website address and opening hours of local pharmacy.
- If Reminders could be sent to Patient about their appointments. The cost implications would not make it viable to use a txt messaging service unless the practice gets funding.

Arriving for your appointment

- Could have a message put on Jadex educating patients about the Drs running late.
- Poster to be displayed to for patients to be mindful that a Dr's appointment is only 10 minutes and if you feel will take longer to make the last appointment at end of surgery and be mindful of the person waiting to be seen after you.
- Reception to inform patients that Dr's are running late and by how much.

Seeing the Dr you prefer

- Patients would prefer seeing the same Dr as they are well aware of their concerns.

Seeing a Dr

- Ease of getting an appointment as 4 more Dr's employed.

5. Agreed actions plan with patient reference group and implementing changes.

Overall it became very clear that patients are unaware of the services that we are providing and how to access them. More needs to be done by the practice to make patients aware of what services Parkview Surgery are actually providing and how to access them. Practice opening times are sufficient, it is clear patients are not aware of the surgery opening times and what access there is for individual healthcare professionals during opening times.

Actions agreed by patient Group to implement change.

- Poster to address long waiting times for patients to be mindful of others waiting to be seen if their appointment is taking over 5 minutes.
- Updating Website on appointments, late pharmacies, services offered at Parkview Surgery,
- Updating Jayex Board message to reflect the issues of long waiting times to be seen.
- Website address to be put on the notice board and appointment cards.
- Pharmacies late opening times poster, update Jayex board, and appointment cards.
- Telephone messages to promote website and services offered.
- Nurses services need to be promoted on website.
- Reception to ask patients which Dr they would like to see.