

<b>Type of Meeting Minutes:</b>	<b>Patient Group Meeting.</b>	
Time started: 14:15 pm	Date : <b>27/3/2013</b>	Venue: Parkview Surgery
Time finished :15:15pm	Date of next meeting or outcome:	
Note taker: Vidya Serrao	Apologies:	
Participants Present:	<b>5</b>	

### 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)**

<b>Monday</b>	<b>8.00am- 12.30pm</b>	<b>2.30pm- 6.30pm</b>	<b>6.31pm -7.00pm</b>
<b>Tuesday</b>	<b>8.00am -12.30pm</b>	<b>2.30pm - 6.30pm</b>	<b>6.31pm -7.00pm</b>
<b>Wednesday</b>	<b>8.00am-12.30pm</b>	<b>2.30pm - 6.30pm</b>	
<b>Thursday</b>	<b>8.00am-12.30pm</b>	<b>2.30pm- 6.30pm</b>	<b>6.31pm -7.00pm</b>
<b>Friday</b>	<b>8.00am-12.30pm</b>	<b>2.30pm -6.30pm</b>	<b>6.31pm -7.00pm</b>

**(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.

1. **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 to speak to a dr or nurse
- Waiting time from arrival to see a dr
- Pharmacy available at the practice
- Getting on the day appointment

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.

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**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 2012:

- 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	14
Lunchtime	14
Evenings	30
Weekends	68
None	102

Q4a. Availability of particular doctor	Number of responses
Same day	56
Next working day	19
Within 2 working days	32
Within 3 working days	24
Within 4 working days	12
5 or more working days	23
Does not apply	33

Q6. Same day urgent availability of doctor	Number of responses
Yes	106
No	40
Don't know/never needed to	53

Q7a. Waiting time at practice	Number of responses
5 minutes or less	18
6-10 minutes	53
11-20 minutes	77
21-30 minutes	33
More than 30 minutes	18

Q9a. Continuity for seeing same doctor	Number of responses
Always	39
Almost always	34
A lot of the time	25
Some of the time	78
Almost never	18
Never	5

### Demographics

The following tables display the demographic data collected in GPAQ.

Q12. Sex	Number of responses
Male	91
Female	108

Q13. Age	Number of responses
Up to 44 years old	62
45 years old and above	137
<i>Mean</i>	55

Q14. Long standing illness, disability or infirmity	Number of responses
Yes	115
No	84

Q15. Ethnic group	Number of responses
White	81
Black or Black British	83
Asian or Asian British	15
Mixed	8
Chinese	1
Other ethnic group	11

Q16. Accommodation status	Number of responses
Owner-occupied/ mortgaged	107
Rented or other arrangements	92

Q17. Employment status	Number of responses
Employed (full/part time, self-employed)	75
Unemployed	18
School or full time education	5
Long term sickness	9
Looking after home/family	7
Retired	75
Other	10

## Patients Comments GPAQ

- Excellent practice
- Review of health and medicine is regular and communication of a high standard also
- Friendly Practice Nurse
- Getting help with diabetes and also help from Dietician. Good comment from the nurse she gives me energy to pull through
- Half and half
- Feeling good in myself
- Yes there were some very caring Drs but before they get to know the patients very well they have left the surgery
- It's near to my home, the Doctor's are pleasant and caring so is the reception and nurse
- Well my diabetes is not too bad, I am trying my best to control it so I can have a happy life
- Dr Das is a good Dr
- I have had no problems so far
- Yes it seems to cover whatever is needed
- Fr Das and Dr Ciapryna are especially good, in comparison it would be great to have the same Drs
- Very high standards
- Online booking of appointments and prescription renewal is very good
- I worry at times when the illness comes on and I cannot get a same day appointment otherwise I am in the care of a very good Drs surgery
- Excellent GP Practice
- For the children I have experienced fewer problems than for myself
- Working very well at the moment and very happy with the service is provided
- Availability to see a Doctor at short notice. Advice given
- A peaceful environment in the surgery, all the staff explain everything and are friendly
- Caring, understanding Nurse and Receptionists
- Staff are pleasant, helpful and knowledgeable
- I find the staff and Dr very approachable willing to help whenever they can
- Have always enjoyed special care and attention with Dr Das and staff in this practice for over 30 years now, couldn't ask for more. Thank god
- The IAPT service is excellent
- Contact is made by phone to remind me of bp, tests also jobs
- The whole care plan, from well being. Diet, exercise and I have lost 11 kg
- Cooperating with changes in my pain management
- Keep improving what you do
- Reassurance good
- The receptionist and Dr listens to your concerns/ health issues and makes you feel at ease and valued
- No complaints all excellent
- Yes I am assessed regularly re my long term illness
- BP is controlled by 5mg Amlodipine

- I am quite satisfied
- I am happy that the Dr rings for reminders about blood pressure tests etc
- Convenient and always able to get help when needed
- Everyone helpful
- Always had good advice and help over many years attached to the practice

### Is there anything that can be improved?

- Repeat Prescription to be synchronised
- Satisfied
- Yes a continuation of GP at the practice may be a good idea
- Patient late. Put in front of my appointment making me late elsewhere
- Perhaps the time waiting to get an appointment to see the Doctor of my choice. Also as a carer of 2 sons sometimes I can't get an appointment to just my needs
- Need GPs who are employed at this surgery for longer period than just a couple of weeks or a week it's not good. More doctors not just one Doctor where patients have to wait for more than half an hour almost every visit. Doctors with good communication skills, I have had to endure the rude comments from many of support GP whom only fit in this surgery. That's why it is important to employ GPS for a longer contract to know patients
- Waiting times
- Contacting by phone
- Yes if I call for an appointment due to the debilitating illness it would be good to get one on the same day. It does happen at times when I am seen on the day and I must congratulate the receptionists when I am seen
- If a pharmacy was available at the practice
- Although we are used to having to wait a while it would be nice not to have to
- Just some weekend opening
- Appointment system
- One more older Dr (experience)
- Opening hours for employed patients
- More dressings for the nurse's room, a tv to watch if the drs are running late or behind in their appointment
- To have more female drs on at all times and a lot of female patients prefer female Drs as I can feel I can talk to a female about anything
- Locum Drs who are brusque are not helpful
- Being a diabetic I think seeing the specialist nurse would be more helpful
- Good but keep improving
- Having to wait days sometimes to get an appointment to see the Dr
- Waiting time but that's life
- Waiting times could be shorter
- At least half day on Saturdays
- Not having to pay for a private letter from the Dr. Locums are not forthcoming in giving certificates when the don't even know you even after reading notes
- Parking

- From my point of view no

### **Any other comments.**

- Brilliant care, successive diagnosis as usual
- Nurse stops asking for bp checks and my records updated with details from Kings Hospital
- I do hope this practice continues as it used to be
- Receptionists should be aware that there are carers who are patients that there are times empathy can be shown, so one is carer aware
- I am very grateful for the care and treatment that I have received from Dr L.N.Das and all his staff at the surgery over many years
- First class receptionists
- Good to see more GPs at the surgery
- Generally happy with the service
- The nurse is very helpful and caring
- I always have good results and proper medical attention whenever it is necessary
- For myself it's very good has improved 100% I have full support for the general practice
- I prefer this practice to my last one
- Thank you for caring for us many regards to all staff
- Keep up the excellent work practice at the surgery
- Difficulty making an appointment
- It would be nice to be able to book a double session when I have a lot of questions
- None satisfied patient

### **4. Patient Group meeting minutes**

#### **New services with existing ones since the last patient Group meeting.**

- New telephone system with options on it and information for the patients
- New Electronic Prescribing for more effective way of collecting script.
- Self Patient check in system will update the patient on waiting times and how many patients are waiting in front of them to see a dr.
- Online booking of appointments still continuing
- Online Of repeat medications still continuing
- Text messaging for reminder of appointments
- Test results given via text message.

Patients seem to be very happy with the new services at Parkview.

#### **Access getting through on the phone to speak to a dr or nurse**

- Patients would like to speak to a dr on the phone or a nurse and find this difficult with the current system access in the morning at end of clinic and evening at end of clinic. Dr's runs late and usually there ends up no time for speaking to a patient between clinics. From the patient group meeting it was advised to have a telephone period slot



during the day where patients can phone in and talk to the dr for 3 minutes as telephone consultation.

### Waiting time from arrival to see a dr

- Long waiting times from arrival to see dr, unfortunately even making the appointment slots longer and seeing less patients does not reduce the waiting times on arrival. Having more Drs may reduce but this comes down to cost.

### Pharmacy available at the practice

- Patients would like to have a pharmacy at the practice. Unfortunately there are several pharmacist with in a short distance it would be very unlikely for permission to have a pharmacist in our premises.

### Getting on the day appointment

- Access for on the day appointments to be improved that would mean reducing our pre bookable appointments.
- More screening from reception of patients that can be introduced.
- Major alerts for carers who need the appointment, or priority cases cancer patients could be introduced.

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

Overall it became very clear that patients are happy with access to our services and the practice has to maintain this standard. There were two main areas that patients would like to see an improvement on access to Dr or nurse via phone and waiting times on arrival to see a dr. From our gpaq survey continuity of Drs was an issue which with a new partner now should improve that.

### Actions agreed by patient Group to implement change.

- Self check in system for patients to inform them of waiting times and how many patients waiting in front of them.
- Updating Website on the new services the practice is currently offering.
- Telephone slots for the patients to call at a specific period to speak to Dr or nurse.