

<b>Type of Meeting</b>	<b>Patient Group Meeting.</b>	
<b>Minutes:</b>		
Time started: 1:00 pm	Date : <b>21/02/14</b>	Venue: Parkview Surgery
Time finished :15:15pm	Date of next meeting or outcome:	
Note taker: Kathy Phelan	Apologies:	
Participants Present:	7	

### OUR PRACTICE TEAM AND OPENING HOURS

There is access for disabled and wheelchair patients.

<b>Surgery Opening Hours (Access face to face or via telephone)</b>	<b>Extended (face to face)</b>		
<b>Monday -7.00pm</b>	<b>8.00am- 12.30pm</b>	<b>2.30pm- 6.30pm</b>	<b>6.31pm</b>
<b>Tuesday -7.00pm</b>	<b>8.00am -12.30pm</b>	<b>2.30pm - 6.30pm</b>	<b>6.31pm</b>
Wednesday	8.00am-12.30pm	2.30pm – 7pm	
<b>Thursday -7.00pm</b>	<b>8.00am-12.30pm</b>	<b>2.30pm- 6.30pm</b>	<b>6.31pm</b>
<b>Friday -7.00pm</b>	<b>8.00am-12.30pm</b>	<b>2.30pm -6.30pm</b>	<b>6.31pm</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 opportunistic asking patients from reception, as well as, phoning selected patients. Doctors also invite patients to attend. We have a broad spectrum and different ethnic backgrounds.

Variables taken into consideration for selection of patient group:

- **Age range** varied from 40 to 60 plus
- **Ethnicity** consists of Caucasian, Asian, and Black 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 S Das.

We participate in Patient group meetings yearly in order to get feedback. We rotate our patients and from these meetings we create reports that can be seen on NHS Choices. This is a good opportunity for our patients to give us feedback for things that may or may not be going well.

### 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:

1. Can't get an appointment not liking the alternative options?
2. Staffing perception of turnover
3. Opening hours of the Surgery
4. Information displayed in Reception
5. Sit & Wait appointments

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.

1. Can't get an appointment not liking the alternative options?
2. Staffing perception of turnover
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### **3. Survey Results of patient Views**

NHS Choices- comments were mixed good and bad from one extreme to another, areas can improve on consistency in service to the patient via more patient group meetings explanations of services and systems in place in the NHS.

#### **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.
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Q3b. Additional hours requested	Number of responses
Mornings	8
Lunchtime	3
Evenings	4
Weekends	21
None	21

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Q4a. Availability of particular doctor	Number of responses
Same day	21
Next working day	7
Within 2 working days	4
Within 3 working days	8
Within 4 working days	1
5 or more working days	9
Does not apply	7

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Q5a. Availability of any doctor	Number of responses
Same day	23
Next working day	8
Within 2 working days	7
Within 3 working days	5
Within 4 working days	8
5 or more working days	6
Does not apply	0

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Q6. Same day urgent availability of doctor	Number of responses
Yes	25
No	20

Don't know/never needed to	12
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Q7a. Waiting time at practice	Number of responses
5 minutes or less	4
6-10 minutes	19
11-20 minutes	16
21-30 minutes	12
More than 30 minutes	6

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Q9a. Continuity for seeing same doctor	Number of responses
Always	8
Almost always	15
A lot of the time	10
Some of the time	18
Almost never	2
Never	2

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▪ Demographics

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▪ The following tables display the demographic data collected in GPAQ.

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Q12. Sex	Number of responses
Male	17
Female	39

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Q13. Age	Number of responses
Up to 44 years old	16
45 years old and above	41
<i>Mean</i>	<i>57</i>

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Q14. Long standing illness, disability or infirmity	Number of responses
Yes	29
No	28

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Q15. Ethnic group	Number of responses
White	20
Black or Black British	24
Asian or Asian British	3
Mixed	5
Chinese	1
Other ethnic group	4

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Q16. Accommodation status	Number of responses
Owner-occupied/ mortgaged	31
Rented or other arrangements	26

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Q17. Employment status	Number of responses
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Employed (full/part time, self-employed)	24
Unemployed	4
School or full time education	0
Long term sickness	2
Looking after home/family	3
Retired	23
Other	1

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### **Is there anything particularly good about your healthcare?**

- Everyone views to be friendly and helpful
- Carry on as it is
- I know whenever I need a doctor he is always there and he is so clever he explains everything to me so I leave quiet satisfied
- I don't think there is anything extra ordinary here vs. any other surgery!
- The Dr and nurse
- Have notice more hands at the reception, this has improved waiting times
- Being reminded to have health checks etc. Regularly
- Very clean, friendly and welcome. My doctor will listen to my health problem give me input evolve me in any say or care
- There have been problems with reception to get an appointment
- Keep in touch with me
- Readiness to investigate possible/potential conditions
- The doctors surgery is very understanding
- Dr das has been my doctor for years and he always been very excellent
- They are always willing to listen to my complains if there are any
- Getting an appointment is stressful but having seen the doctor he is reassuring and helpful
- Good general standard
- Doctors are very good
- Doctor Das very good
- Midwife Haley excellent

### **Is there anything that can be improved?**

- Would appreciate it if surgery could stay open until 8pm
- Yes, problem with chronic illness calling to make an appointment and being told there is no available appointment before fortnight
- The help
- Would like to thank the doctors and staff that work at Parkview Surgery
- Length of time between contact doctor/hospital vice versa
- can be difficult to get appointment at a sudden time
- yes, surgery to be open weekends
- the appointment arrangement
- Dr's over the last few years constantly changing!
- Having to call during 1 hour window is always a problem need to be able to make appointment when the need not specific hours
- Reception and phone
- I feel that you need to employ more doctors at this practice as at times cannot see when I have had to attend A&E for treatment that I consider very important
- I think another doctor should be at the surgery as I don't feel there are enough Dr's on at the same time
- Appointment delivery
- The waiting room could be more user friendly
- Chairs with arms in reception to help physically disable persons
- Timing is very poor
- Waiting time
- How to book appointments

### **Any other comments?**

- Having the receptionist asking name, dob and symptoms before telling you there is no available appointments
- Reception turned me down too many times to see GP
- That your receptionist feels there is no urgencies as if they feel they have the qualification to access that
- Over all I will say that I had a GP before transferred here comparatively you are better. Keep it up!
- My doctor is very good to me when I visit
- I am very happy at Parkview Surgery I have been a patient for long time. I would not change my surgery. Thank you so much.
- I am so grateful to have such good Doctor at our practice Dr Das, and Dr Sanjay Das They are so good that I leave the surgery with peace of mind they so clever
- I do believe that the elder patients have problem with electronic booking



- All very good
- Thank you for all that the surgery offers
- I love my Dr Surgery and would not change for another. Keep it up the good work you are all doing
- The surgery is very good
- Only waiting period of time, otherwise everything is fine
- Very good staff are helpful
- If ringing to pre-book appointment the surgery either does not allow it or the appointment are 3-4 weeks away, so I'd like quicker appointments if possible.
- I am very satisfied with my GP and the services.

#### **Areas needing improvements with the group**

1. Can't get an appointment not liking the alternative options?
2. Staffing perception
3. Opening hours of the Surgery
4. Information displayed in Reception
5. Sit & Wait appointments

#### **Points discussed with the group**

1. We had an ACCESS project in reception every day for a week where the phone calls were monitored earlier this year. It was noted we had 50 calls in the mornings and 50 calls in the evenings various queries and asking for appointment.
  - With only limited slots available for on the day, receptions have to offer patients alternative options if they run out of appointments to prevent unnecessary A & E attendance.
  - Children under 5 are a priority and are seen on the same day. We also have to take into consideration the elderly and Chronic diseases
  - Our patients should not go to A&E if they cannot get an appointment, we have other options in place which we offer and this requires the need to ask patients to give us an idea of the appointment to fit in the right clinic.
- **Green voucher** which can be taken to a pharmacy for minor ailments, a list is in patients waiting area of these ailments. This has been very useful for many patients
- **Eye Ailments** This is used for any eye problems and can be taken to a list of chemists which are listed on the self-referral. They have the equipment needed to scan the eyes.

- **Nurse** who can deal with many problems from children to the elderly. Chronic Disease management, Contraception, Travel Vaccinations, immunisations take stitches out, take bloods, Children Rashes etc. Medication for Asthma.
- **HCA** who assists our nurse. She can do new patient health checks, Bp, print the relevant forms for bloods, urine and cholesterol.
- **Walk in centre** is available in New Cross. Phone number and address is available at reception

## 2. Perception of Patients is that turnover of GP's is high.

- This is a small GP practice consisting of two partners Dr Das, and Dr S Das, a salaried GP Dr Helena Fatkina who joined us this year.
- If any Doctors are on leave or sick then this is when we use Locum Doctors who may only be here for a session or a day.
- Salaried Doctors usually stay for a year or more. The feedback from salaried GP's that have left is that the patient demands in this area are too high and are hard to deal with on a daily basis and prefer to go to an area where there is less demanding patients.
- Clinical paper work is a must and vital to safety of patients this take up considerable time from the partners: Dr LN Das and Dr S Das ie Lab results, dealing with hospital letters for drugs and referrals
- There is also an added high demand for Non NHS work in short space of time, which includes Fostering medicals and private letters and forms, which all take time.
- Commissioning also creates extra work for the partners Doctors as they have to attend meetings which mean they are out of the surgery more and more clinical audits more tick box exercises to do in practice time creating less time to see patients and routine clinical work.
- We also have a large chronically ill elderly population that are in nursing homes that would require a weekly Doctors home visit which takes the partners considerable time too.

## 3. Weekend Surgery

- Saturday Surgery was existing in the past and did not work for our practice as we had all the non-working patients attending the surgery
- We found that it was largely people who could get to the surgery during the week that were attending and the working people wanted a lie in on Saturday morning.
- Factors are flowing and changing within the NHS system constantly so there may be a need for a Saturday surgery in the future but not at this present time.
- Out of Hours service called SELDOC to cover evenings and weekends. 111 are in use but may still be suffering with teething problems.

#### **4. Information displayed in Reception area**

- It was brought to our attention at Parkview that the information in reception is too much. Patients do not know where to look for certain things as there was so much there.
- It was mentioned that perhaps a leaflet or letter could be sent to our patients to let them know of the services that are offered here at the surgery also, to update our website with this information.
- They felt we needed to point out that we have a private Physiotherapist, a Dietician, a Midwife, and a Diabetic nurse.
- Dr S Das also performs Minor Surgery where a host of growths like moles and cysts can be removed. This is then followed up with the nurse changing the dressings and or removing the stitches.
- Dr LN Das is doing Colis and Implants which patients are pleased with. In terms of services we offer a lot here.
- The patient group felt it would be welcoming to see Team of our Doctors on the board.

#### **5. Sit & Wait**

- Patient group would like to see sit and wait appointments. We have had this service at Parkview before which we found didn't work very well.
- The patient group gave some positive feedback saying to offer the patients a ticket and let them know it could be a 3 hour wait. You would have a number on your ticket and would have to wait until Doctor has seen his appointed patients.

- The patient in turn would have to understand this and in turn behave in the appropriate manner. We do operate zero tolerance at this practice. All new patients sign a form when they register.

#### **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 however they are not aware of them and need promoting. There were two main areas that patients would like to see an improvement on access to Dr reverting to old appointment system.

#### **Actions agreed by patient Group to implement change by April 2014 completed by Reception Team and Management.**

1. Team displayed in waiting area with photo
2. Services available update leaflet
3. Posters in the waiting area to be updated.
4. Sit & Wait appointments re introduced