

Neston Medical Centre

Patient Participation Group

Meeting Wednesday 8 January 2014 1.00pm @ Neston Medical Centre

Minutes

In attendance:- Mrs Pat Clare, Mrs Betty Smith, Mr Brian Slack, Mr John Gibbon, Mr Derek Haylock, Dr Chris Steere, GP; Mrs Dot Stevenson, Practice Manager

Apologies: - Mrs Moira Andrews-Chair, Mr John Burnett (Mr John Gilfoyle has resigned from the Group as he has left the area and gone to live in the North East)

1. Minutes of Last Meeting:- The minutes of the last meeting were agreed as accurate. Mrs Pat Clare, Acting Chair, signed-off the minutes as a true record.

2. Matters Arising From Last Meeting:- None

3. Patient Survey – The Practice conducted a Patient Survey in November/December 2013 with a company called Patient Dynamics (same as last year). The results of the survey had previously been distributed to the Group members and the main aim of this meeting was to discuss those results and produce an action plan.

The Group were extremely pleased with the results of the Survey. Looking at the 24 questions on page 3, 'Report Ratings', the majority of the ratings were excellent. For 15 of the 24 questions we scored 90 or above; 5, between 80 and 89, and 4 at 79 or below.

Dot mentioned that last year we had focused on the 2 areas where we had scored the lowest:-

- How easy is it to get through to someone at your Practice on the phone? (77)
- How easy is it to book ahead at your Practice? (57)

Mrs Clare thought that this was perhaps the wrong way to go about it this year and that since the introduction of our telephone triage appointments system in March 2013, some of the questions on the Survey; these 2 in particular, were not relevant anymore and are not measuring the right thing. The Group agreed that the Survey questions are not geared to our system and that we are not capturing a representative group of patients. In her experience, and the rest of the Group agreed, the majority of patients thought our 'new' system was excellent and were grateful for, and understood why, we had to change. They appreciate the improved access; we have 50% more patient contact

than previously on any given day and were generally more relaxed about obtaining an appointment, rather than scrabbling for one at 8am, either by phone or by queuing outside.

The Group thought that some of the negative comments were generated by patients not open to change and by patients who did not properly understand how the system works and the ethos and reasoning behind the change.

### Negative Comments

'The appointments system was changed without any consultation with patients. All patients can now book only an initial telephone consultation then have to wait for a doctor to phone them. During this call the doctor decides whether or not it is necessary for him to see the patient. I know someone who needs medication for anxiety who finds this impersonal system extremely stressful. The system discriminates against the vulnerable, i.e. the timid, the inarticulate, the aged & mentally infirm, etc. and is a massive step backward in GP patient care!!!'

'I would not now recommend this surgery to anybody, as since the new system has started it is no good at all, before was much better walking in & making your appointments.'

### Positive Comments

'The phone consultation is an excellent system freeing up GP's time? And reducing risk & cross infection.'

'A superb practice - love the new telephone appointment system - fantastic!'

The detractors, albeit in the minority, obviously feel aggrieved and it was therefore decided by the Group to produce a newsletter explaining the system; the reasons for changing and the benefits to the majority of patients. The Group also thought it would be a good idea if their contact details were put on the newsletter, so patients could contact them, as the patient's representatives, and they could explain why we had to change. It was also decided to conduct a short survey on the newsletter – Pat offered to help Dot to compile. Dr Steere also thought it would be a good idea to put the newsletter in the Neston Local magazine and on the local CH64 website.

As the Group represents patients; Dr Steere asked each member individually what they honestly thought about the new appointments system. All members were extremely positive.

Dr Steere gave an example of the perceptions of a patient who he had seen that morning. She had booked a telephone consultation; needed to be seen and was brought up to surgery. She complained that she still had difficulty getting through on the phones when she rang at 8am. Dr Steere asked why she was still ringing at 8am (many other patients still do!) He showed her the appointments schedules, it was then about 11am, and approximately a third of the afternoon appointments were still available. This would not have

happened under the old system when all the appointments would have been taken by 8.10-8.15am; causing frustration for the patient and stress and upset for the reception staff, particularly when a minority of patients vented their frustrations on them.

The Group also thought that a mid-year survey, conducted by the Group in the Practice, would also be useful to gauge opinion. Dr Steere agreed and thanked them for volunteering.

### **Action Plan – to be achieved by 31 March 2015**

- i. Produce a newsletter about our new appointments system.
- ii. Advertise the newsletter in the Neston Local magazine; on the CH64 website; on our website and in the Practice.
- iii. Conduct an internal patient survey to assess patient satisfaction (or dissatisfaction) with the new system. The PPG will organise this in approximately 3 to 6 months time.

#### 4. Any Other Business – Not connected to the Patient Survey

##### a) Our Website

Mr Haylock has produced a paper reviewing our website to ensure that the content was up-to-date, clear and relevant. The Group were given copies of the review and asked to study it's contents, making comments, to be discussed more fully at our next meeting. Dr Steere also asked Mr Haylock to produce a proof for the group to look at. Dot to give Mr H a list of the things we are required to have on the website. It was also decided to put the contact details of the Group on our website, so that patients could contact them directly.

##### b) Repeat scripts

This item was added to the agenda by Mrs Andrews and in her absence, we were not sure what she wanted to raise.

However, we had a short discussion regarding our new on-line ordering service. Patients are encouraged to register (by producing photo identification at the Practice.) Also if they nominate a pharmacy, their prescriptions can be sent directly to them, electronically. Mrs Clare thought that the website ([www.patient.uk](http://www.patient.uk)) required a mobile telephone number to register, which was not ideal as many patients do not have mobile phones. (Dot has since checked and this is not the case-some people have also entered their landline numbers and have been accepted.)

##### c) Care.data

Mrs Clare gave an update on this which was discussed at our last meeting. Each household is now to receive a letter explaining the process and be told they may opt-out if they wish.

d) Pharmaceutical Reps

Mrs Andrews had put this on the agenda and in her absence asked Dot to bring it up. Mrs A had read an article in the newspaper regarding undue pressure placed on GPs by Pharmaceutical Reps to prescribe their drugs. Dot had assured her that the GP's at Neston Medical Centre do not see Pharmaceutical Reps.

e) Next PPG Chairs Meeting – now confirmed as Monday 24 February, please let Pat know if you wish to attend.

The meeting closed at 2.15pm

Next meeting Wednesday 2 April 2014 at 1.00pm

### Age / Sex 10 Year Band

Parent Population: All Patients Age/Sex Register Jan 2014		
Patient Count	Males	Females
7431	3592	3839

	Age	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Gender▼												
Female		339	351	392	373	493	581	605	451	206	47	1
Male		332	391	360	334	469	550	574	378	176	27	1

We attempt to recruit patients to our Participation Group by:-

- Putting the information on our Practice website
- Having handouts at reception
- Putting up posters in the Practice
- Word of mouth by GP's
- Word of mouth by the PPG

The Age/Sex profile of the Group is:-

F	70
M	74
F	71
M	65
F	74
M	67
M	65

**Confirmation of Practice Opening Times**

Our Practice is open from 8am to 6.30pm Monday to Friday.