

THE VILLAGE SURGERY PATIENT FORUM

November 2011

Attendance

David Shannon
Dr Linda Thompson
Jim Rowntree
George Musgrave
Clint Watson
Julie Watson
Sidney Burness
Judith Jewitt

Welcome

Everyone was welcomed to the November 2011 patient forum.

Member Profile

David Shannon asked all the members to complete a member profile so this could be displayed on the website and on the patient forum board which is displayed in the waiting area.

Objectives of PPG

The patient forum has now been running for 5 years and this year we needed to formalise it. It would now be known as a patient participation group. We would meet bi-annually. The main purpose of the group would be to obtain the views and opinions of patients, then feed this back to the meeting where it would be discussed. Any proposed changes as a result of the survey/meeting would be agreed with attached timescales. These actions would be advertised on the website and then reviewed at the next meeting of the group.

This meeting would be at least bi-annual.

New Members

The practice advertises on its internal notice boards and patient call screens for membership from its under-represented patients. We were keen to get representation from the under 35's age group. We were hopeful that we would have representation from this age group by the date of next meeting.

National Survey Results

David Shannon presented the latest national survey results. Generally speaking the practice improved on all its previous years' results, including the percentage of patients able to pre-book ahead. The results came in at 59%, which was 1 % below the national target of 60%. The response rate for actually completing the survey was only 40%, which wasn't very good when you consider that a lot of emphasis was placed on this. Dr Thompson confirmed that it wouldn't be unreasonable

All patients in the group confirmed that they had found it easier to book ahead recently. David explained that due to the high GP resource that we had been able to release a lot more appointments in advance whilst still keeping a reasonable amount for emergency on the day. Jim Rowntree (Reception Manager) also confirmed that in no case would we ever turn a patient away if they needed an urgent appointment.

David Shannon confirmed that we planned to change our telephone system so that both incoming and outgoing lines were all analogue. We had experienced problems with calls dropping off and the system completely failing recently, which meant that we had no phones for several hours and in some cases most of the day.

George Musgrave confirmed that he spent a morning in the practice seeing how the phone lines worked. George explained that there was a tremendous amount of call traffic for the receptionists to deal with as he understood how some patients found it difficult to get through on the phone in the morning. Dr Thompson also stated that due to more appointments being pre-booked, then the demand on the telephone system in the morning was not as bad as what it was previously.

Local Survey Results

During 2011 the practice carried out its own survey to compare and contrast against the national survey results, these are on the PPG homepage.

Patient Feedback

The patient feedback was very positive in that patients were generally happy with the appointments, GPs and staff.

The survey identified that patients would love to see more traditional secondary care services within primary care. We had already started the 'ball rolling' with general surgery, gynaecology and plastics. Consultants from the freeman hospital provided regular weekly clinics here at the village surgery.

Planned Practice Changes

More emphasis on bringing more hospital services closer to the patients installation of a more stable telephone system re-flooring of all the carpeted areas to the surgery with antico flooring.

Action Plan for This Year

Installation of a PPG notice board in the practice in the main corridor renewal of the IMATS contract (orthopaedic triage and treatment service) in the past we have held a yearly meeting predominantly to discuss the national survey results. I am pleased to say that our figures have been steadily improving over the years especially relating to patient access for appointments and telephone access.