

# MANOR HOUSE SURGERY

## Patients Participation Group – 24<sup>TH</sup> March 2015

**Members Present** Rita, Sheila, Ron, Brenda, Fred, Margaret, Julie & Lisa

**Meeting was chaired by Julie**

**Minutes from last meeting were read and agreed**

**Stephen the group's newest member did not attend**

### **Matters Arising from the Minutes**

1. **Thank you and welcome** Julie opened the meeting by thanking the members for attending and apologising that Stephen did not attend despite a reminder message being left yesterday.
2. **Annual Report** Julie discussed the practice annual report with the group and highlighted that in the age category, the PPG was not representative of the practice population, this was nothing new as this has always been the case despite efforts to attract a more diverse PPG. The report also compared figs from this year and last year and highlighted the point that we have an ageing population.

It was evident from the number of patients' ethnic origins codes that the practice has an overall majority of patients that are White British. Given the aforementioned, the group considered the fact that the group members were all White British as acceptable but would welcome patients from minority groups including disabled patients.

In yet another attempt to attract a more diverse PPG; it was agreed within the group to hold a 2 hour session in the waiting room to ask patients what they would like to see in the surgery and to encourage feedback and ideas. Julie will arrange a time for this. This is to encourage new members to join the group in order to be more diverse within the practice.

The Annual Report also illustrated the results from the *Friends & Family test*; the overall outcome is that ¾ of patients completing the questionnaire are extremely likely to recommend their friends or family to Manor House Surgery. Various additional comments on the forms were also read out at the meeting (for interest).

**Review of Objectives** Last year's objectives were reviewed and agreed that most were met; unfortunately, due to unforeseen personal circumstances, Fred & Ron did not manage to develop a new questionnaire, however, both agreed that this objective would be carried forward into next years' objectives. Also, other new objectives agreed were:

- JC & group to hold a session in the waiting room to encourage more potential members to become interested in the group and at a minimum to give feedback about the services provided by the surgery
- Continue advertising and supporting the walking group
- Rita and Sheila will continue to feedback from Health watch Meetings

- Brenda agreed to be the link person for the Redcar joint PPG group meetings even if it is to receive mins of meetings etc. to feedback.

2015/16 Objectives Fred and Ron stated that they would still like the opportunity to produce a patient questionnaire for this coming year – the group agreed that this would be appreciated. It was agreed that a copy of 2015/16 objectives will be posted out with a copy of the minutes and will be revisited at the next meeting.

Complaints Julie gave the group an overview of the complaints the practice has received in the last year and explained how these are handled. The PPG members appeared to find the explanations acceptable

### 3. Practice update

- a. Staff Julie informed the group that Dr Yasmeen is leaving at the end of May and that 4 admin staff members are also leaving which in the short term may mean a little unsettlement within the team but Julie is confident that this will be short lived.
- b. Appointments online Julie reminded the group that they can book appointments on line if they wish and that patients using this service have positively feedback.
- c. Access to medical records online Julie gave an overview of this new system and advised the PPG that she will be signed up to offering this service before the end of March. There were mixed feelings in the PPG as to whether or not patients will find this useful or not. Julie will be advertising this service within the surgery, on the website and in the newsletter

4. New Appointment System Julie reminded the group how the appointment system had evolved from the introduction of the Dr 1<sup>st</sup> system where all patients had a triage telephone appointment from a GP without limits on the numbers of patients dealt with (which proved unsustainable) to a version where the number of calls was capped and now to a system where the patients are given a choice of a face to face appointment or a telephone conversation, although the numbers of patients being dealt with by a GP may be less, the GPs consider this system to be safer, sustainable and allows them to have an improved quality consultation with the patient. Feedback from the group was positive and also confirmed that staff taking the call are actually offering the patient a choice of Tel con or face to face – Julie was thankful for this.

### 5. AOB

Reception Ron commented that the waiting room is now very quiet when waiting for an appointment. Julie explained how we can no longer now have music playing due to the cost of this being in the region of £600.00 per year and this was not affordable, she did however highlight that music did drown out conversations between the patient and reception staff and the confidential room will be available for patient use. Rita added that music sometimes made it difficult for H of H patients to hear when their name is shouted so the lack of music is advantageous to them.

The group mentioned the on-going issue they often find a bottleneck at reception, Julie discussed how we may look at a possible self-check in system for the future to help with this.

Minutes      Copies to be sent out to all Members

Next Meeting - Tuesday 19<sup>th</sup> May 5pm