

Notes from Patient Focus Group meeting held on 5th November 2011.

Present.

Radka Pelendrides	– Practice Manager
Dr Goran Jolic	– GP Partner
Wendy Cousins	– Nurse Practitioner
Angela Sofroniou	– Patient Representative
Darran Clarke	– Patient Representative
Teodora Cholakova	– Patient Representative
Justin Burland	– Patient Representative
Darren Wilson	– Patient Representative
Paul Symeou	– Patient Representative
Edna Kessna	– Patient Representative
Danielle Marchive	– Patient Representative

Introductions.

This was the first meeting of Evergreen House Surgery's Patient Focus Group. The group was welcomed and those present were introduced.

Purpose of group.

Radka outlined the purpose of the group which is to ensure that patients are involved in making decisions about the range and quality of services provided by the surgery. It is intended that the group represents as far as possible a cross section of the practice population. The group was advised that if attendance was not possible at any future meetings; communication could be via telephone or email.

It was agreed that those present would continue to be invited for all future meetings however; additional members could be added / invited as necessary.

Frequency of meetings is to be agreed but it is expected the group will meet twice a year with communication via email in-between.

Surgery update.

Radka updated the group of the changes within the practice over the last twelve months.

- Extended hours on a Monday evening to accommodate patients requiring routine appointments later in the day.
- Introduction of the self-check in machine in the waiting area to avoid unnecessary waiting times.
- There have been a number of Health & Safety improvements, including disabled access.
- The introduction of a nurse practitioner to see and treat minor ailments
- Additional telephone lines to ease congestion for patients phoning into the practice
- Life channel TV
- Improvements to the website; ability to book appointments on line

Patient satisfaction survey.

A recent satisfaction survey was carried out to assess how patients felt about access to appointments, waiting times, cleanliness of the surgery, helpfulness of the reception staff etc.

The two main issues that were highlighted by the survey was that 1. patients did not know who to call out of hours and 2. there was a lot of confusion about opening hours of the surgery. Apart from these two issues, the survey results were excellent. Accessibility, cleanliness and helpfulness of the reception staff were all scored consistently high. 96% of respondents either saw the clinician of their choice or indicated they didn't mind who they saw. 95% were satisfied with the advice given.

The results were circulated amongst the meeting and will also be uploaded onto the website for everyone to see. It was pointed out that when printed off it needs to be in colour as the graphs could not be understood in black and white.

Any Other Business.

Members of the group were asked if they had any issues or comments / concerns regarding the surgery. The general feedback was a high level of satisfaction from the service provided. Issues raised as follows: Q= question asked A= answer

- **Q - The online booking system does not seem to reflect the actual number of appointments available.**
A – Only routine appointments can be made online. Urgent ones are given out by the reception staff.
- **Q – Several requests' were made for blood tests to be carried out at the surgery to avoid the need to travel to the local hospital.**
A – The request for in house phlebotomy will be discussed further within the practice; however the consortia are currently looking for a local solution to the problem.
- **Q – Is it possible to have a notification system in place to advise patients by text message when doctors are running late so they don't have to wait too long to be seen when they arrive?**
A – This would not be possible for a number of reasons; 1. a clinician may be able to catch up if they are running late; 2. not everyone has mobiles; 3. there is limited staff on and during busy times this would not be possible.
- **Q – Can the surgery open on a Saturday?**
A – Extended hours on a Monday evening is there to enable patients to obtain routine appointments after work. The out of hours service (Barndoc) is available for all urgent issues. The surgery will remain closed at the weekends.
- **Q – More advertising of opening hours and services available. Many people did not know there is a surgery website.**
A – Posters will go up in the waiting room to advertise the website. There is a lot of useful information to be found here, including the practice newsletter and survey results. A notice will also be put on the door of what to do out of hours if patients need medical attention.
- **Q – Prams seem to be a problem as patients do not want to leave them outside in case of theft.**
A – The waiting room is not big enough to enable prams to be bought inside. This has recently caused a problem when an ambulance was called for a patient who had suffered a heart attack. The prams can be taken through the surgery to the side entrance which will offer some security. Consideration will also be given to putting some sort of BuggyPark at the front of the surgery similar to a bike park. The surgery will not accept responsibility for any theft from this area.

Planned improvements.

Radka advised the meeting that there are already several planned improvements being carried out to the practice in the near future. They are as follows:

1. A prescription request box will be put in the waiting area so patients can leave prescription requests without having to queue for long periods.
2. There will also be a fourth consulting room to enable more appointments to be offered.
3. An additional waiting room is going to be made upstairs to avoid congestion downstairs for the patients waiting to see clinicians upstairs.

Meeting closed.

The meeting was closed and everyone was thanked for attending. The next meeting will be arranged for sometime next year but the date has yet to be agreed.

A copy of the notes taken from the meeting and also a copy of the survey results will be sent to all those in attendance.