

Bilton Medical Centre
Patient Participation Group
Notes from 6th Meeting: (28.03.2013, 12:30 – 14:00)

Practice staff present: Tahira Aziz, Janice Best

Patients present: Mr Anthony Rhodes (Caucasian male, 62), Mr Abdul Karim, (Pakistani male, 71), Shazia Bi (Pakistani female, 38 years old), Mr Shafquat Mahmood, Mr Shafquat Mahmood (Pakistani, male, 62 years old).

Apologies received: Ms Julie O'Grady (Caucasian female, 63)

Ideas discussed/ comments & points raised
<p>Janice and Tahira welcomed the patients to the meeting. Patients were provided with a copy of the meeting agenda and purpose of PPG meeting minutes from the last meeting (17.01.13) The practice is striving to get patients actively involved in the running of the practice via this group and get a regular group of patients established. Unfortunately Mr Rhodes is the only patient from the last meeting that is present today. Tahira explained to the new attendee's (Mr A.Akarim, Mr S.Mahmood, Ms S.Bi) that the previous group meeting was to agree on survey questions and the aim of this meeting is to discuss and analyse the results. Unfortunately the group members who agreed the questions could not be present today. A copy of the survey results summary (see appendix 1, separate pdf document) was provided to the group members to go through.</p> <p>Agenda for this meeting is as follows: * Discussion of survey results *Analysis of survey results *AOB</p> <p>Tahira advised Mr Karim that this is not a patient complaints forum and any personal concerns he may have will be dealt with separately. Furthermore, some of the survey questions may be relevant to the concerns he has and he can provide his views on each question as we go through.</p> <p>Tahira informed Mr Rhodes and the rest of the group members that the 5 additional questions that were agreed upon at the last meeting were included in the survey. The patient group members also were unanimously agreed to omit the question about ethnicity.</p>

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The 5 additional questions are as follows:

1. **What do you think of the surgery's telephone triage system?**
2. **Would you like to be provided results of blood results/scan results/other tests at the time of the consultation?**
3. **Do you understand the changes being put into place for the National Health Service?**
4. **Last time you tried, were you able to get an appointment with a doctor of your choice?**
5. **Select the most suitable answer. What do you think about being able to book your appointments at the surgery via the internet?**

SURVEY RESULTS DISCUSSION (REFER TO SURVEY SUMMARY PDF DOCUMENT, APPENDIX 1)

Question 1: How do you rate the hours that your GP surgery is open for appointments?

Analysis & discussion: 96.4% of patients answered fair-excellent. These results were positive. Mr Rhodes and Mr Mahmood have not had any issues with our opening hours.

Question 2: If appropriate, what additional hours would you like the surgery to be open?

Analysis & discussion: The group members present today felt that the current opening hours were suitable and sufficient for them. However, we need to consider patients that are working full time who would benefit from evening or weekend appointments. The patients noted that only 17 out of 53 patients were satisfied with the current opening hours. 18.9% would like the practice to be open in the evening and 41.5% have suggested that the practice should have additional opening hours on weekends. Mr Rhodes felt that this number cannot be ignored and the survey results identify a need within the patient population. Janice and Tahira explained that this could certainly be put forward as an action point for the practice to consider the feasibility of and to work on in the coming year.

Question 3: In the past six months, have you tried to book ahead for an appointment with a doctor? ('Booking ahead' means trying to book an appointment more than two full working days ahead)

Analysis & discussion: This question is linked to question 4. 55.8% have tried to book ahead for an appointment.

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Question 4: Last time you tried, were you able to get an appointment with a doctor more than two full weekdays in advance?

Analysis & discussion: Shazia commented that she has not experienced any difficulties when arranging appointments for herself or family members. 35.8% of patients answered No to this question. Tahira and Janice informed the team that since last year we have had an introduction of 3 new clinicians which has resulted in a higher number of appointments for our patients. There is a telephone triage service which aims to triage patients requesting urgent appointments for the same day and we try to reserve some appointment slots for same day use.

Question 5: How long do you usually have to wait at the surgery after your appointment time for your consultation to begin?

Analysis & discussion: The majority of the answers (70.4%) is indicative that patients are waiting 6-10minutes or 11-20 minutes to be seen. The patient group members are forgiving of delays to be seen as patients do need urgent care and sometimes admission to hospital. Tahira informed that if a particular GP is 'on call' they need to deal with urgent queries that may arise in between patients during a clinic. Often patients speak about multiple problems per appointment and the allocated time per appointment is 10minutes but this often overruns.

Question 6: How do you feel about how long you normally have to wait?

Analysis & discussion: The majority of patients do not normally have to wait too long (53.7%). Mr Rhodes felt that the results for question 5 and 6 are contradictory and it is all relative, i.e. 6-10 minutes may be far too long to wait for some people and it is impossible to satisfy everyone. Mr Mahmood commented that he would personally be happy to wait a few minutes longer if it meant the person with the GP could get the appropriate care. Mr Rhodes personally has never had to wait very long to be seen.

Question 7: Thinking of the times you have phoned the surgery, how do you rate the following:

Ability to get through to the surgery on the phone

Ability to speak to a doctor on the phone when you have a question or need medical advice

Ability to speak to a nurse on the phone

Ability to get test results on the phone

Analysis & discussion: The group and practice staff agreed that on the whole the results for this question were good and reflect the majority of the patients that filled in the survey were satisfied.

Question 8: In general, how satisfied are you with the service you get from your GP?

Analysis & discussion: The group noted that on the whole (85.1%), patients are either very satisfied or fairly satisfied. Mr Mahmood still felt that the 3 patients who felt very dissatisfied should not be ignored. Janice commented that this is an anonymous survey so it is impossible to know who these three patients are. Tahira suggested that this question could include a note for patients that comment very unsatisfied to inform that their views are important to us and to contact the practice to discuss their concerns further)

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Questions 9, 10 & 11: In general how satisfied are you with the following:

Nurse - Analysis & discussion: 85.1% of patients were very-fairly satisfied. The PPG members were informed that the practice has two nurses at the moment, Lubna and Azra.

Receptionist - Analysis & discussion: 88.6% of patients responded that they are either fairly or very satisfied.

Range of services we offer - Analysis & discussion: The group felt this was a positive result with 90.6% fairly or very satisfied.

Question 12: Would you recommend your GP surgery to someone who has just moved into your local area:

Analysis & discussion: The group noted that the majority of the patients answered (79.6%) that they would 'definitely recommend' or 'Yes, might recommend'. Janice and Tahira noticed an improvement on last years survey results on this question. On this survey, 53.7% would definitely recommend the practice, whereas on last years survey only 34.6% of patients said they would definitely recommend the practice.

Question 13: Thinking about access into the building at your surgery, how do you find this?

Analysis & discussion: The patients felt the answers to this question were positive with no responses saying the access is not very easy or not at all easy. Tahira informed the members that following a PPG members suggestion at the last meeting we have allocated two disabled parking spaces in the parking area. These are clearly marked yellow and we will have a stencil disabled symbol added too.

Question 14: How clean is your GP surgery?

Analysis & discussion: The group noted that patient's answers reflected that all patients feel the surgery is fairly or very clean. Tahira informed the team that this has improved from the last year's survey and this may be as the surgery has been newly refurbished over the past year.

The following 5 questions were new questions as agreed by the PPG members at the last meeting (17.01.13)

Question 15: What do you think of the surgery's telephone triage system?

Analysis & discussion: The practice team were pleased to see that 86.9% answered fair- excellent. Mr Rhodes and Mr Mahmood felt this was an excellent result. Mrs Bi feels the telephone triage system is very good and has never had a complaint as the call back time is very efficient.

Question 16: Would you like to be provided results of blood results/scan results/other tests at the time of the consultation?

Analysis & discussion: 86.5% of patients answered in the affirmative. This was a question that Mr Rhodes requested to be added in the survey due to difficulties obtaining scan results from the practice in the past. The issue has since been resolved. The patients were in agreement that it would be useful to be given a copy of the relevant results during the consultation as it is hard to absorb everything explained to you during the allocated appointment time of 10mins. Mr Mahmood felt that a 1-2 page print out should not incur a charge, whereas full computerised print outs or photocopies of medical notes is a separate matter and a fee is understandably charged.

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Question 17: Do you understand the changes being put into place for the National Health Service?

Analysis & discussion: 18 patients out of the 54 that answered the survey responded 'Yes'; Mr Rhodes was surprised at this figure as he has friends who work in the NHS who don't even understand the changes. 30 patients out of 54 were not aware of any change and 5 patients did not understand the changes. Tahira suggested that the practice website which is currently under development could have an information section for patients on changes within the NHS.

Question 18: Last time you tried, were you able to get an appointment with a doctor of your choice?

Analysis & discussion: The majority of patients (64.2%) answered Yes. This was another question that Mr Rhodes wanted to be included in the survey as he feels he sees a different doctor every time he attends. Tahira explained that patients have the right to choose who they want to see at the time of the booking. Janice explained that the old days where we had one family doctor assigned to us have changed.

Question 19: Select the most suitable answer. What do you think about being able to book your appointments at the surgery via the internet?

Analysis & discussion: 63% of patients that answered felt this was a good idea. 20.4% of patients said they would prefer to book over the phone like they do at present. If the practice were to introduce online booking; booking via the telephone would not be eliminated.

Question 20: If you could change one thing about your GP surgery, what would that be?

Analysis & discussion: One comment suggests that receptionists should be more qualified. Tahira informed the patient that this is only one isolated opinion as on an early question 88% of patients said they were fairly-very satisfied with the service from receptionists. Tahira also received the team that the receptionists are receiving NVQ training in customer care and have completed a workshop on improving patient experience in the past year. The group noted that 4 of the 9 comments refer to appointments and waiting times. Tahira suggested that there needs to be improved patient education about delays whilst in the waiting room and sticking to 1-2 problems per patient. The PPG members felt that this links in with the earlier discussion around waiting times.

Question 21: Is the written information you receive at your GP surgery easy to understand.

Analysis & discussion: The group noted that the majority of the 54 patients asked (75.9%) answered yes to this question.

Question 22: Is the verbal; information you receive at your GP surgery easy to understand.

Analysis & discussion: The group noted that the majority of the 54 patients asked (87.0%) answered yes to this question.

Question 23, Question 24 & Question 25– Gender, age & long term illness.

Analysis & discussion: The gender of patients completing the surveys was nearly an even split with slightly more females than males; 53.7% compared to 46.3%. The age range of patients was widely varied; from 20 – 91. 55.8% of patients had a longstanding illness.

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Question 26 – Any other comments.

Analysis & discussion: Tahira noted that 45 patients skipped this question with only 9 answering. The practice staff and PPG members were pleased to note that the majority of the comments received are very positive. Some of the comments are:

'..Reception is very pleasant and helpful at all times and deserve the praise.'

'Brilliant staff and practice'

'Brilliant surgery, very understanding receptionists and nurses'

One comment was 'build up of patient at reception' which may refer to long queues at the reception desk. Mr S. Mahmood felt this could be reduced if patients used the self arrival screen.

Tahira advised the members present that there is a PPG section on our practice website. It is still under development but we are actively improving this and adding more information for our patients. Tahira informed the patients that the practice will draw up an action plan from the patient views and discussion of the survey at today's meeting. This action plan as well as the results of this years and last years survey will be available via our practice website.

Janice and Tahira felt that the 54 responses to the survey are valued but could be better considering the practice has 5000+ patients. Janice suggested that the patients could assist in this by being available in the waiting room to ask patients to fill out the surveys. This would be especially useful if PPG members who speak Urdu/Punjabi/Pashto could explain the questions to the patients who have difficulty reading/writing English due to a language barrier.

Tahira will forward minutes of the meeting onto the attendee's today and be in touch with the date of the next meeting.

Action points:

- Meeting minutes to be forwarded to all attendee's
- Date of next meeting to be announced
- Patients to consider joining us at next meeting (so we can establish a regular group of patients)
- Survey results for this year and last year to be put up on the practice website
- Consider additional opening hours on evenings or weekends as per discussion on question 2.
- Practice team to consider providing patients with copies of test results within consultations
- Practice to consider introducing a section on practice website regarding changes in the NHS.
- Improve patient education around waiting times for appointments, 10 minute appointment times and maximum 2 issues per

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consultation.

- PPG group members to consider being more involved in the next survey & assist patients with language barrier.