

SAFFRON GROUP PRACTICE

PATIENT PARTICIPATION DES

PATIENT REVIEW GROUP

Introduction

Saffron Group Practice signed up to undertake the Patient Participation Group Directed Enhanced Service. This report sets out the steps taken to establish a Patient Review Group (PRG) in accordance with the Enhanced Service specification.

Saffron Group Practice has 12,000 patients predominantly living on the Saffron Lane Estate but with patients living on the Eyres Monsell estate and in Aylestone.

Establishing the PRG

Pat Brookhouse, Practice Manager and Jo Simpson, Receptionist/Administrator worked together to agree a plan for forming a PRG.

In preparation for this Pat Brookhouse attended the first meeting of the Leicester City Patient Participation Group Forum held in April 2011. This group was formed to inform and support city practices in the development of their own PRG's.

We discussed ideas and objectives with Karen Pickering, a development worker with NHS Leicester City who works from the Linwood Centre, a community centre on the Saffron Lane estate and who is a patient at the practice.

The Linwood Centre provides support, activities, clubs and space for local residents of all ages and is an excellent centre for reaching our patients

Recruitment

We decided that Jo Simpson would spend time in our reception/waiting over a four week period in May 2011 canvassing opinion and asking patients if they would like to be involved in establishing our group.

In order to reach patients who did not visit the practice and did not reside on the Saffron Lane Estate we contacted representatives of other local newsletters/publications, community centres, local shops and post office.

We have

1. Provided information sheets for patients as they came to the practice
2. Included information hand outs in with prescriptions
3. Autumn and Winter 2011 and Spring 2012 newsletters
4. Posters and hand outs available for local shops etc
5. Contacted the Saffron Resource Centre with information
6. Published information in 'In the Park' a community newsletter for residents of Aylestone
7. Dropped 3,000 leaflets to houses on Saffron Lane Estate with 'The Saff' a quarterly newsletter
8. Canvassed young families at Immunisation and Vaccination sessions
9. Targeted parents at local schools, Goldhill Adventure playground, Connexions and the Acres Project (Allotments)
10. Provided handouts to health visitors and midwives to spread the word to young members of our patient list
11. Visited the 'Saffron big lunch' an event for all ages to speak to patients and spread the word.

12. Advised the Surestart board of the patient Review Group
13. Canvassed patients at the Saffron summer fete held on 20th August at the Aylestone recreation ground
14. Published information on the Saffron Group Practice website

Out of an original number of twenty patients who expressed an interest in forming a group we have established a group of eight patients plus Pat Brookhouse, Jo Simpson and a GP representative

Of the eight patients we have

- 2 men and 6 women
- Six are over 60
- Two are in the age range 35 – 50
- All members are White/British

We continue to look for patients 16 – 35 years of age and although we have a small percentage of ethnic minority patients (<5%) we are pro-actively seeking patients from these groups to join us. We have found that a personal approach is an effective way of recruiting patients and we are targeting both these groups.

Terms of reference and membership

The purpose of the Saffron Group Practice Patient Participation Group is to encourage patients to take an active part in the development of health related services and health information to the patient population by raising awareness, improving communication, consulting with and listening to their views, suggestions and ideas before decisions are taken.

The benefits of having a group are

- Patients will be more responsible for their health
- Forum to voice ideas and concerns and challenge current and future practice
- Better understanding of the practice and their staff
- Joint planning of services to increase effectiveness and efficiency
- Closer liaison with the community
- Assist patients with social and non medical issues
- Membership and organisation will be patient led

Membership

Membership is voluntary and open to any member of the registered practice population. We are keen to encourage a broad representation of patients in terms of age, gender, ethnicity and social group. We recognise that for some patients there will be restrictions on attendance at meeting due to timings and accessibility. We hope to be able to offer a range of meeting times and locations to enable as many patients who wish to join the group to attend.

The group will include the Practice Manager, a GP, a practice nurse and a member of the reception team

.

Meetings

Meetings will be open to all members of the PPG. Non- members can be invited to attend for specific purpose or discussion but the meetings are not open forums where patients can just turn up. The meetings will be held quarterly and dates will be arranged for the year at the start of a new year.

If less than four members are in attendance for a meeting the meeting will be adjourned
Meetings will last for no longer than 90 minutes and will be chaired by the elected
Chairperson or her Deputy in her absence.

All members will be expected to observe patient and practice confidentiality at all times.
Sensitive or personal information must not be discussed outside of meetings, Members
will not be discriminated against for the views they hold in practice meetings

Agenda and minutes

The chairperson is responsible for drawing up and circulating the agenda. The secretary is
responsible for taking and circulating meeting notes

Terms of reference: our patient participation group will

- Contribute to practice decision making and consult on service provision
- Provide feedback on patients needs, concerns, interests, community support and
constructively challenge the practice whenever necessary
- Act as a safety valve for dealing with grumbles and complaints helping patients to
understand practice views whilst representing patients
- Communicate information about the community that may affect healthcare
- Give patients a voice in the organisation of their care
- Monitor services – University Hospitals Leicester, community services and
voluntary agencies

Local practice survey

PRG meetings during last year have highlighted dissatisfaction with the appointment
system for doctors particularly in the following areas

- Appointment availability
- Availability of prebookable appointments
- Numbers of prebookable appointments
- Ability to see the doctor of choice (waiting time)

Patients raised concerns about the

- The telephone system
- Patient confidentiality

The practice doctors were keen to ask patients about the quality of care they received
from doctors. The questions for the patient survey were based on guidance received from
NHS Leicester City and the National Association of Patient Participation website.

Prior to the meeting on 27th September 2011 the draft patient survey was circulated to the
group. The questionnaire was discussed at the meeting. There were no additions or
amendments to the proposed questions. All members were in favour of proceeding with
the survey.

The questionnaire is available on the practice website. We agreed that as the website was
relatively new we made paper copies of the questionnaire available to patients visiting the
practice. Group members were asked to complete and distribute them to patients where
appropriate.

The questionnaires (over 61 received) were collated and the results published

Appendix 1: Patient Questionnaire

Appendix 2: Questionnaire results, circulated to group members prior to the December
meeting

Appendix 3: November 2011 meeting minutes

Appendix 4: December 2011 meeting minutes

Appendix 5 February 2012

Appendix 6: Action Plan 2012

Appendix 1: Patient questionnaire

Feedback page on our service

We'd value your feedback on Saffron Group Practice as we try to improve our services for the future. All information is anonymous and confidential.

Instructions: The following questions concern your experience of the practice. Don't spend time agonizing over answers! For each question, check the answer that is most true for you. When finished, press the Submit Form button at the bottom. The Reset Form will clear the form in case you need to start again. There is a free text box at the end for any comments you may wish to make.

1) Firstly, about your use of our service recently

If you haven't seen a doctor in the past 6 months, why is that?

<input type="checkbox"/> Have seen one	<input type="checkbox"/> I haven't needed to	<input type="checkbox"/> No convenient appointment
<input type="checkbox"/> Unable to get to my appointment easily	<input type="checkbox"/> I didn't like or trust the doctors	<input type="checkbox"/> Another reason

2) How do you normally book your appointments to see a doctor or nurse at the Surgery?

<input type="checkbox"/> In person	<input type="checkbox"/> By phone	<input type="checkbox"/> By fax	<input type="checkbox"/> Online
------------------------------------	-----------------------------------	---------------------------------	---------------------------------

3) Which of the following methods would you prefer to use to book an appointment at the Surgery?

<input type="checkbox"/> In person	<input type="checkbox"/> By phone	<input type="checkbox"/> By fax
<input type="checkbox"/> Online	<input type="checkbox"/> Digital TV	<input type="checkbox"/> Email

In the past 6 months how easy have you found the following?

4) Getting through on the phone

<input type="checkbox"/> Not tried	<input type="checkbox"/> Easy
------------------------------------	-------------------------------

<input type="checkbox"/> OK	<input type="checkbox"/> Slow	<input type="checkbox"/> Gave up at least once
-----------------------------	-------------------------------	--

5)Speaking to a Doctor on the phone

<input type="checkbox"/> Not tried	<input type="checkbox"/> Easy	
<input type="checkbox"/> OK	<input type="checkbox"/> Slow	<input type="checkbox"/> Gave up at least once

6)Speaking to a Nurse on the phone

<input type="checkbox"/> Not tried	<input type="checkbox"/> Easy	
<input type="checkbox"/> OK	<input type="checkbox"/> Slow	<input type="checkbox"/> Gave up at least once

7)Obtaining test results by phone

<input type="checkbox"/> Not tried	<input type="checkbox"/> Easy	
<input type="checkbox"/> OK	<input type="checkbox"/> Slow	<input type="checkbox"/> Gave up at least once

Getting your appointment

8)If you weren't able to be seen during the next 2 weekdays that the practice was open, why was that?

<input type="checkbox"/> No appointments	<input type="checkbox"/> Times offered didn't suit	<input type="checkbox"/> No appointment with Dr I wanted
<input type="checkbox"/> A nurse appt offered but I wanted a Dr	<input type="checkbox"/> Another reason	<input type="checkbox"/> Can't remember

9)In the past 6 months, have you tried to book ahead for an appointment with a Dr?

By 'booking ahead' we mean booking an appointment more than two weekdays in advance.

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Cannot remember
------------------------------	-----------------------------	--

10)Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Cannot remember
------------------------------	-----------------------------	--

Practice cleanliness

11)How clean is the GP surgery?

<input type="checkbox"/> Very clean	<input type="checkbox"/> Fairly clean	<input type="checkbox"/> Not very clean
<input type="checkbox"/> Not at all clean	<input type="checkbox"/> Don't know	

Confidentiality

12)In the Reception Area, can other patients overhear what you say to the Receptionist?

<input type="checkbox"/> Yes, but don't mind	<input type="checkbox"/> Yes and am not happy about it	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
--	--	-----------------------------	-------------------------------------

The last time you saw a Dr at the surgery how good was the Dr at each of the following?

13)Giving you enough time

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Neutral	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor
------------------------------------	-------------------------------	----------------------------------	-------------------------------	------------------------------------

14)Asking about your symptoms

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Neutral	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor
------------------------------------	-------------------------------	----------------------------------	-------------------------------	------------------------------------

15)Listening

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Neutral	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor
------------------------------------	-------------------------------	----------------------------------	-------------------------------	------------------------------------

16)Explaining tests and treatments

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Neutral	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor
------------------------------------	-------------------------------	----------------------------------	-------------------------------	------------------------------------

17) Involving you in decisions about your care

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Neutral	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor
------------------------------------	-------------------------------	----------------------------------	-------------------------------	------------------------------------

18) Treating you with care and concern

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Neutral	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor
------------------------------------	-------------------------------	----------------------------------	-------------------------------	------------------------------------

19) Taking your problems seriously

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Neutral	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor
------------------------------------	-------------------------------	----------------------------------	-------------------------------	------------------------------------

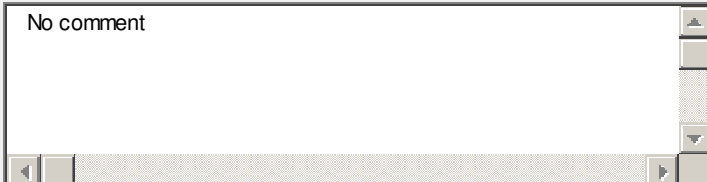
20) In general, how satisfied are you with the care you get at the Surgery

<input type="checkbox"/> Very	<input type="checkbox"/> Fairly	
<input type="checkbox"/> Neither satisfied nor dissatisfied	<input type="checkbox"/> Quite dissatisfied	<input type="checkbox"/> Very dissatisfied

21) Your say..

Make any comment you like, maybe more detail on what you agree or disagree with above. (Feel free to vent your spleen but constructive comments are, well, more constructive.)

No comment

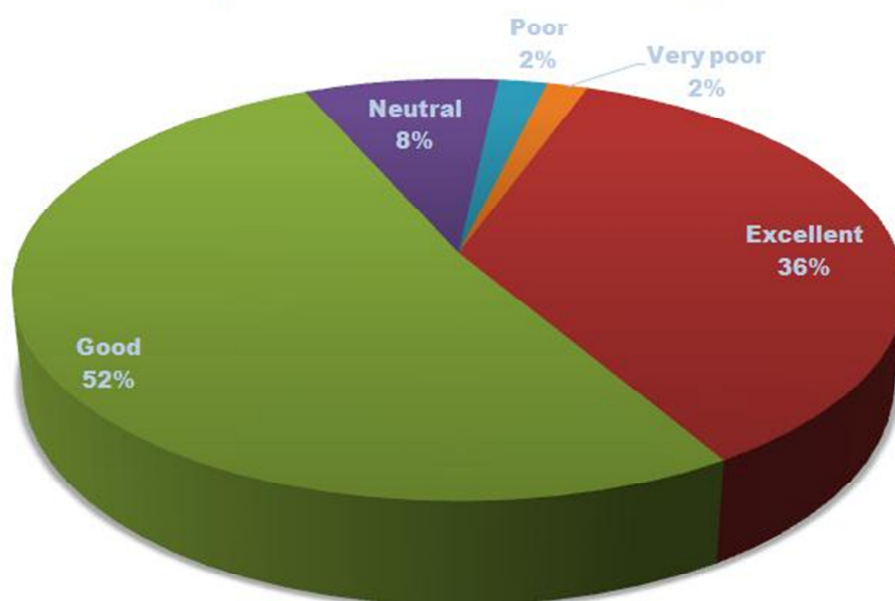


Phew! Thank you for your feedback! All answers will be treated confidentially!

<input type="button" value="Submit Form"/>	<input type="button" value="Reset Form"/>
--	---

Appendix 2: Questionnaire results

Survey of Consultations: Saffron Group 2011



Free text feedback from patient questionnaire

Booking system needs reviewing as cannot get same day appointment unless you manage to get through by phone in the first half an hour of the morning. Phone line is constantly engaged during this period. I dont like how when you try to get into see the doctor its always full

Having to ring in the morning is difficult as i start work at 8am so by the time i get through all the appointments have gone.

i think it's bad how fast food places are advertised in the surgery especially when I am struggling with a diet it's not fair. Not good at appointments being kept on time.

It is fine for doctors to run half an hour late but 5 minutes late for patients we get turned away.

Phoning in at 8 despite the fact that i need regular appointments at regular intervals.

Was told by GP 'just one of those things' - with regards to a condition

Receiving info from hospital is poor at this practice.

Toilets are not as clean as they could be – wet floors

I am satisfied but there are a few things which could be improved on such as the appointment system.

The doctors here are really good and also the reception staff they are always willing to help.

I am moving out of the area and am sorry to have to leave this surgery.

This is the best surgery in the area. You can always get an appointment with a doctor.

If they are running behind the receptionist always lets us know.

I have always found my dealings with the practice to be helpful efficient

Understand it is a very busy practice and yet receptionists are always very patient and helpful.

I have used this surgery since 1973 and have had no real complaints regarding doctors and other members of the team in those years. It has got a lot better as the years have gone by. Thank you.

ALL staff are very polite and always helpful.

Always get seen on time and very clean surgery

Appendix 3: November 2011 meeting minutes

Saffron Group Practice Patient Participation Group Tuesday 8th November 2011

Present: Sarah Hall (Chair), Ray Wright, Eileen Doughty, Zelda Rubinstein, Jo Simpson (Reception), Pat Brookhouse (Practice Manager), Dr David Kerbel (GP)

Apologies: Gill (emailed Jo day of meeting)

Sarah welcomed everybody to the meeting and thanked everyone for attending

Minutes of previous meeting discussed: accepted

Recruitment: Sarah went to local school and targeted group of parents. No direct Yes's to join but will keep trying. Message for recruitment is "**to keep at it**". Please ask Jo if you would like any leaflets.

Zelda explained that the area around Hughenden Drive has lack of resources and often information doesn't filter through to that area. David Kerbel mentioned that a new Surestart building is now on Lansdowne Road. As David is on the Surestart board he will promote PPG at his next meeting.

Website: no feedback on website as yet. PPG agreed that that website looks very professional and is easy to use. Jo mentioned that online scripts so far are successful with a few patients signed up to do this. Saffron Group Practice to keep promoting and advertising online services.

Leicester PPG Forum: Sarah and Pat were unable to attend last meeting. Pat agreed to email Sarah copy of minutes from the meeting and Sarah said she may attend next meeting and will feedback to the group.

Patient Survey: Jo has had over 60 questionnaires completed by patients. These results will be evaluated and discussed at our next meeting.

Appointments System: Pat to arrange a working party to discuss the appointments system. Pat needs to arrange with Dr Parkinson and will arrange a lunchtime meeting and email or telephone group members of date and time.

Prescribing: David Kerbel asked what patients generally think of prescribing and changing drugs to be cost effective. Recent big changeover of inhalers due to price and availability. Sarah and Eileen spoke from recent experience and said they tried it and would be happy with change if it worked the same as previous medication. David Kerbel explained that our prescribing budget has been reduced but our practice list size has increased and already estimated by the end of the year the practice will be 140.000 over budget in prescribing. David explained further about the difference in price between tablet form and liquid form which can be a big difference in money. David Kerbel also spoke about how the practice has prescribing advisors and it's an ongoing process around prescribing. Pat agreed

to do a section on the next newsletter (January) about financial news, which will help educate patients.

AOB:

Pat mentioned that Gill Jillett who attended two of our previous meetings and was elected secretary has not attended the last two meetings we have had. Pat has left a message for Gill. Jo agreed to ring a few previous members and check that they do not want to be part of the PPG.

Jo agreed to give list of PPG names, addresses and email addresses to Sarah. Sarah will then be able to post out agenda's and will remind members of meeting date.

Building: Pat explained to members that the practice is running out of space and we are looking at extending the building. Pat asked for volunteers from the PPG who would like to join the working party to look at the future requirements of an extension to the building. Eileen and Sarah agreed to join. Pat will inform them both of date and time.

New Service: DVT & Warfarin Clinic. Instead of going to hospital for tests/investigations the practice will be doing the tests. The clinicians have equipment and training on November 14th with a view to starting this in the New Year. Pat will keep PPG updated on progress.

This is the start of the new services filtering out into primary care hence the need to look at the building.

Next Meeting Date: Tuesday 20th December at 1.00pm with mince pies!

Appendix 4: December 2011 meeting minutes

Saffron Group Practice

Patient Group

Tuesday 20th December 2011

Present: Sarah Hall (Chair), Ray Wright, Joe McAuley, Zeld Rubinstein, Eileen Doughty, Karen Pickering, Jo Simpson (Reception), Pat Brookhouse (Practice Manager), Dr Amit Rastogi (GP) & Dr David Kerbel (GP)

Apologies: Tess, after the meeting

Sarah welcomed everybody to the meeting and thanked everyone for attending

Minutes of previous meeting discussed: accepted

Recruitment: No new recruits as yet. Sarah asked if PG members could come into the surgery waiting room to chat to patients face to face. Pat agreed this would be fine and maybe a Tuesday afternoon whilst young mums here at the Immunisation clinic. PG to look and arrange dates in New Year. The overall message for recruiting is “**Keep at it**”

Was also mentioned about maybe holding meetings in other venues. Karen said that various places around the estate, Linwood Centre, Samworth Academy and the new Aylestone Football club, some of which have crèche facilities which would entice young mums to join.

Karen informed the PG that she recruited 6 young volunteers to help assist in her British Heart Foundation project. They have a coffee morning arranged for the New Year and Karen will discuss the PG with the volunteers and encourage them to come along to our meetings. If anyone is interested in joining Karen then please contact her at the Linwood centre.

Television: Pat informed PG that after receiving a few complaints about the advertisements of local fast food shops these have now been taken off the screen. Pat to look into whether we can advertise PG on television.

Sarah & Eileen attended forum meeting on 24th November. Feedback from the meeting wasn't all that positive as they said the meeting was very unorganised and unclear and has lost its focus, but they will continue to attend. The next forum meeting date is 5th January. Please speak to Pat or Eileen if you would like to attend and would like more information. Following on from the forum meeting Sarah & Eileen mentioned that they thought it would be a good idea to have a PG notice board in the waiting room and PG be responsible for the maintenance of the board. Pat agreed to this idea. To be discussed again at next meeting and decide who will be responsible for this.

Sarah mentioned feedback from an unknown person who attended the forum meeting. He praised Saffron Group Practice and said he felt we were a wonderful practice.

Website: Pat handed group list of comments from patient survey results. Mainly positive feedback! Most of the negativity surrounded appointments.

Amit explained to the PG about getting the balance right between advance booking and on the day booking. Working party for discussion on appointments will be formed in the New Year and PG can be involved in this meeting. Pat will inform PG of date and time of meeting. Pat will put together a list of issues raised and form an action plan for the next meeting.

PG agreed that text reminder service is fantastic. Jo informed PG that positive feedback regarding website has been received. Pat will bring results of questionnaire and more statistics re website to next meeting.

Pat to speak to David Shepherd regarding the possibility of a pop up generating when patient's access website asking them to complete the questionnaire.

Prescribing: Sarah asked if patients were aware of the cost of medicines would the patient's still use and dispense. Amit explained that they have discussed this before and to be able to advertise this it would need to be the right message as to not cause problems and bad feeling between patient's and GP's. Pat said maybe if it was a national thing and printed on prescriptions then maybe it would work.

Building: Working party for building improvements and extension has been formed. Eileen and Sarah attended on behalf of PG. They both agreed that this was far more complex than they first thought. Pat informed PG that since this meeting things have moved forward. The practice has met with local pharmacy (Interpharm) and revisited the idea of combining. The practice have also met with the Vets practice and discussed about buying house next door to 515 and land at the back of the vets. Next step is to put together plan and financial plan to give to vets in the New Year. Pat will keep PG informed of progress.

Pat informed PG group that in the spring the practice will be undertaking some refurbishments i.e. painting and new flooring.

News Letter: Pat & Jo to design next news letter for New Year also to be distributed in keeping saffron posted. News letter to include

- PG information
- Positive message re DNA's (congratulating patients who do turn up)
- Ask patients for comments and suggestions re appointment system
- Website information
- Results from survey

AOB:

Discussed times of meetings. PG in agreement that until the spring time 1pm will be the meeting time. Jo agreed to inform Gill of this.

LAMS Clinics. Pat informed group that training had been undertaken by GP'S and clinical staff. At present there is a hold up with equipment which will hopefully be delivered in the early part of the New Year.

Dates of next meetings:

Tuesday: January 31st 1pm
Tuesday: February 28th 1pm
Tuesday: March 27th 1pm

Sarah closed the meeting with thanking Pat, GP's and Jo for all their help and support in starting off the Patient Group.

Merry Christmas & a Happy New Year to you all.

Appendix 5: February 2012 meeting notes

Saffron Group Practice Patient Group Tuesday 28th February 2012

Present: Sarah Hall (chair), Ray Wright, Joe McAuley, Zelda Rubinstein, Tess Loughlin, Jenny Mann, Pat Brookhouse (practice manager), Alison Loydall (reception manager), Jo Simpson (receptionist) & Dr Sophie Parkinson

Apologies: Eileen Doughty

Welcome and Introductions

Minutes of previous meeting discussed: accepted

Matters Arising

Forum discussed ongoing talks with Sarah and Eileen around the forum meetings. Sarah mentioned that is in process of talking to other PPG members from different practices. Zelda expressed concern that the location of the meetings were not easy to get to if have members do not have transport.

Pat discussed prescribing following on from last meeting. The practice have been making headway with prescribing advisors in changes and saving money. Pat happy to share figures at future meetings

Recruitment: overall message “**keep at it**”

- Suggestion that PPG member go to drop in clinics with health visitors around practice area.
- Tuesday afternoon Immunisation clinic at the practice. PPG members to come and sit in waiting room to promote and chat to mums
- Possibly change to venue for PPG meetings? Linwood centre to target younger generation
- Zelda mentioned that the area has been split and she is concerned that the bottom end of Saffron lane gets missed. Zelda suggests maybe using Aylestone leisure centre or the Lansdowne centre to distribute leaflets and flyers.
- Jo agreed to arrange some flyers, leaflets, newsletters for Zelda to distribute.

ACTION PLAN: from Patient Questionnaire

Appointments and Telephone Access:

Dr Sophie Parkinson asked for opinions on our appointments system, discussed, times, access and variation of sessions throughout the day. Sophie mentioned 7am starts and lunchtime appointments.

Sophie informed PPG that the practice is aware of the difficulty of 8am phoning. Sophie explained in detail the book on the day and pre booked system we currently have in place. Pat explained the problem we have had over the past 5 weeks with our new phone system, which is currently being investigated further. Alison explained that the ring back facility does not work when asked to ring back.

Sarah mentioned would online booking be a possibility. Pat explained that maybe in the future the practice will be looking at this.

Pat explained to the PPG the different dynamics of doctors, registrars, medical students and constant changes means that no two days are the same with our rotas and sessions.

Pat asked PPG members if they could all change 1 thing about the system what would it be. The PPG members stressed that they are very appreciative of the service the practice offers currently. The 8am phone lines were mentioned by a few members who confirmed they drive to the surgery to book their appointments for the same day.

Jenny asked about Saturday appointments. Sophie said the partnership have discussed and looked at possibility of this. It is still under discussion and maybe a service that will be offered.

Lots of discussions and possibilities around appointments

- Open surgeries where patients told will be seen and to sit and wait
- Looking at earlier mornings, lunchtimes (which was highlighted as part of questionnaire), afternoons and evenings
- Telephone consultations (which Tess and Jenny already use and have positive thoughts on having telephone calls)
- Telephone access for appointments – Voice connect and Patient partner to be discussed in more detail next time

Sarah agreed to come and chat to patients in the waiting room and get their views and opinions on the appointment system and telephone access

Jenny asked the question of whether patients can ask for certain doctors at certain times. Jo and Alison specified that from a receptionist point of view it is easier if the patient specifies preferred time and doctor this does save time on the phone.

Sophie will attend next meeting in March and present ideas for new appointments system.

Spring/Summer newsletter to be focused mainly on the new appointments system

Community network TV: Pat explained that community network TV works on sponsorship for adverts. Tess asked if Southfields Drive centre could advertise on the system. This is possible but they would have to pay to advertise services/events.

Building and Toilets:

Premises working party is having meetings regarding the building and plans for extending.

New downstairs toilet has been installed.

Pat mentioned that in the summer months the practice will be undertaking some practice refurbishments - mainly decorating

Any Other Business

Notice Board:

Jo has ordered notice board for waiting room. The notice board is for PPG members to promote and advertise the patient group. PPG members are to be responsible for the upkeep

and maintaining the board with posters/flyers. Sarah asked for volunteers for which Sarah, Ray, Jenny and Eileen (thanks Eileen) would be happy to do. Jo will arrange for board to be fixed to the wall and will inform Sarah when it is ready to use.

Future thoughts:

Pat asked the group what their future thoughts were as to where they want the group to go

- Ongoing work with recruitment
- Assisting in help with building developments
- PPG eventually would like to produce news letter
- Group members expressed keen interest in being kept up to date with NHS changes with PCT/commissioning
- Jenny asked for more information regarding the group and she thinks communication is the key element between the practice and patients. Jenny asked if practice leaflets could be available in the waiting room Jo/Pat to arrange.

Dates for future meetings

Tuesday 27th March 1.00pm at Saffron Group Practice

May – date to be arranged but venue possibly at the Linwood Centre at an early evening time.

Sarah thanked everyone for coming

Appendix 6: Action Plan 2012

SAFFRON GROUP PRACTICE

PATIENT REVIEW GROUP

ACTION PLAN January 2012

Following the results of the patient survey we have drawn up the following action plan.

1. Appointments system review to include
 - Change the ratio of numbers of pre bookable and on the day appointments to reflect the responsibilities of individual doctors
 - Design a system that allows timely access for patients to their 'usual doctors' pre bookable and on the day appointments
 - Review consultations times across the day (pre 8am and lunchtime appointments)

2. Telephone access review
 - Investigate available options for patients telephoning for appointments by offering pre bookable appts using an automated system

3. Improve and increase toilet provision and cleanliness

4. Community Network screen
 - Review use of screen and appropriate advertising sponsors

5. Refurbishment/ building project
 - Work with the PRG, staff and partners to prepare a brief for an extension of the current premises with a view to increasing the number of consulting rooms, improving the patient waiting and reception areas and accommodate new services in Primary Care
 - To improve patient confidentiality at the reception desk
 - To involve patients in the redesign of the building