**Minutes of Burton Croft PPG Meeting 8th December 2018**

**Present:** Chair and Patient Group Members / S Beer (practice manager) Dr James Moxon **/** MR Alex Sobel MP

**Welcome**: The chair opened the meeting, welcomed Mr Alex Sobel MP to the meeting and gave a brief background to the PPG and surgery, explaining that having obtained a top CQC rating this year , the grow were concerned about keeping it.

The practice manager then gave a detailed brief of the financial challenges facing the surgery and sought his support for the future.

Mr Sobel agreed to do this and said he wold look into the financial issues raised. He specifically noted that the Indemnity Scheme was due to be introduced next April.

**Survey results**: The practice manager and chair then presented the findings from the survey which was carried out in October. (Survey to be put on our website and displayed in surgery)

Highlights from which were as follows:

Making your appointment

Satisfactory to Very Good /Excellent - 80.9%

Good to Very Good / Excellent - 51.6%

Access to our services

Satisfactory to Very Good /Excellent - 95.73%

Good to Very Good / Excellent - 66.2%

Contact with reception staff

Satisfactory to Very Good /Excellent - 98.8%

Good to Very Good / Excellent - 77.6%

Time of your appointment

Satisfactory to Very Good /Excellent - 93.6%

Good to Very Good / Excellent - 61.0%

Care and respect received

Satisfactory to Very Good /Excellent - 99.15%

Good to Very Good / Excellent - 90.2%

The treatment you received

Satisfactory to Very Good /Excellent 98.2%

Good to Very Good / Excellent - 93.8%

Ordering and receiving your prescription

Satisfactory to Very Good /Excellent - 96.5%

Very Good to Excellent - 76.2%

Using Online services

Satisfactory to Very Good /Excellent - 91.9%

Very Good to Excellent - 61.0%

Receiving your test results

Satisfactory to Very Good /Excellent - 90.6%

Very Good to Excellent - 66.5%

Your overall experience

Satisfactory to Very Good /Excellent 98.7%

Good to Very Good / Excellent - 85.0%

What did the survey tell us?

* Patients value the walk in (WI) service. It is popular and provides a good service
* For those attending the WI, the majority do not feel that pre-bookable appointments are **more** important than the WI clinic. This does not mean they are not important, just that the view is that they are not **mor**e important than walk in appointments
* However, 45% of patients are attending because they cannot get a routine appointment
* From the over 175 comments, there is a clear challenge to balance
  + Routine Appointments against the Walk In Service against Continuity of Care
* 75.6% of patients surveyed do not make use of online services when booking appointments
* 68.8% of patients surveyed do not make use of online services when ordering prescriptions
* It may seem quite basic but there also appears to be a lack of understanding about how to using the surgery systems. From getting test results and prescriptions renewed to what is a PPG?

Action points from the survey

* Take appointment feedback on board but also assess the GP view of walk in. Who attends and for what reason? Adding the GP experience to the Patient feedback will give a robust view of why patients attend WI
* Make informed decisions about WI Appointment Capacity versus Routine Appointment Capacity
* Encourage more patients to use online services highlighting the benefits to both patients and surgery. First we need to make sure accessing it is much more user friendly. Also need to look at the appointment system tweaks between Walk In and Routine apps before pushing online app booking
* Improve the information displayed in the surgery
* Improve and keep updated the website
* Provide better information and education on the entire prescription and medication review process.
* Apply for CCG funding for PPG
* Build relationships with our locality/network.

AOB:

* Patients with learning disabilities (From last meeting). Invitation to be sent to attend surgery training session
* Date for next meeting is due on 9 March 2019 but the day date and time to be reviewed in an effort to include those who could not make it at the weekend.
* Assistance may be needed before that time on such matters as eg online,website, surgery notices