

PATIENT PARTICIPATION GROUP MEETING – 14TH NOV 2012

TOPIC DISCUSSED:

- **Conclusions from last years group meetings**
 - **Telephone number – all present were very happy with the new number.**
 - **Health promotion area in waiting room – KS explained that all information on the Health promotion section were locally sourced facilities in the community.**
 - **New website – www.thechelseapractice.org.uk**
 - **Text messaging service – KS explained that only patients that registered from January 2012 automatically receive the text messaging system to remind them of their appointment. All previously registered patients would need to consent to use this. Leaflets are on the reception desk or verbal consent via KS is appropriate.**
 - **Privacy at the Reception Desk – the members did not feel that the signs around the reception desk were enough to make sure that patients had sufficient privacy while talking to the Reception staff. It was suggested that an extra sign be placed on the door leading to the reception desk. A notice will also be posted on the website. This will be reviewed in 3mths time to determine its success. The members felt that it would just take some time for all the patients to adjust to this.**

- **Practice survey questions**
 - **Review previous years survey – the members looked through the results from the last survey to make sure that all areas had been addressed. KS explained that all data from the surveys were anonymised and the data had been collated and discussed with the practice staff and patient participation group to make sure suitable actions were taken.**
 - **Ideas for this years survey:**
 - **The members suggested that there are fewer yes/no answers and more options for patients to make suggestions. For example: What type of Health Promotional information would you like?**
 - **It was suggested that the patients could review their access of outpatient appointments to Chelsea and Westminster hospital with relation to waiting times and experience as well as community**

referrals. KS explained that this information can then be taken back to the Cluster Groups of GP's working in Kensington and Chelsea to make the NHS a better resource and more efficient for the patient.

- The new survey will be put together and circulated in the first week of December.
- **Improvements for the surgery**
 - **Waiting area – the members agreed that the posters and health promotion should be specific for the patient demographics. For example; how to look after your child at home when ill or Walk in Clinics available in the area.**
 - **Further ideas:**
 - **The members would like to know which Doctor is available at 12.30 each day to answer telephone calls so that the patient can choose who they want to talk to. KS suggested amending the practice leaflet to include these details as well as the website.**
 - **Feedback from these meetings should be summarised and posted in the waiting area so that all patients will have the opportunity to view and maybe join the next meeting.**
 - **KS as Practice Manager is to make herself more available to answer any patient questions. The members discussed an open door policy once a week possibly at 12 midday on a Wednesday for an hour. KS noted that she will do her best to be available in person or via telephone for anyone that has a question.**
 - **Members discussed that they were interested in how their NHS is changing and how Dr Scudder is playing apart in this. KS possibly to put together a monthly posting in the waiting area and to anyone that would like it emailed or a hard copy with brief details of the months progression of the changes in the NHS.**
- **Next meeting – 3mths time. Please let KS know if any further ideas or questions come up in the mean time.**