

THE PALACE ROAD SURGERY
Patient Participation Group Meeting
Saturday 02.05.20
2pm-3pm

Anushia offered the patients refreshments on arrival and asked the group to sit in a round circle in the waiting room.

Anushia opened the meeting by saying a big thank you to everyone for attending the meeting and taking time out of their busy weekend to join us on this cold Saturday afternoon to discuss their views and opinions on how we can improve our current services.

The Surgeries main aim is to provide (you) the patients with the best possible medical care and advice that we can offer; this is why patient feedback and views are vital for us to move forward and make positive and beneficial changes and improvements. With our patients help we can implement changes and improvements that will benefit you as well as us.

The objective of this meeting is to have an informal discussion so the Practice Managers can hear their views regarding how they feel about the services our Surgery provides. The Surgery would like to hear (your) suggestions as to how we can introduce and implement improvements and changes in the future.

Anushia then asked everyone to introduce themselves to the group by saying their first names.

Patient Survey

The Surgery will soon distribute the patient survey at the reception desk. And publish the results on the website.

Referral System

Choose and book eReferral system seemed to be unheard of by some of the patients, they were keen to find about more about it and how it works.

Book an appointment using the NHS e-Referral Service

If you've been referred to a specialist through the NHS e-Referral Service, booking your appointment online is easy, safe and secure. You can:

- check your appointment details

- change your appointment
- cancel your appointment
- cancel your referral

Choose your hospital or clinic:-

You may have more than one hospital or clinic to choose from. But the options will be the same if you book online or over the phone.

Consider all the options before choosing a hospital or clinic and appointment slot.

For example:-

- How long do I have to wait for my first appointment?
- How quickly can I start my treatment?
- How far away is the hospital or clinic?

The surgery medical secretary will send the details to you. The hospital will also make contact regarding appointment details.

Surgery opening times

General advertising and more sign-posting of opening times is required.

Advertising and sign posting about the appointment system is not as prominent as it could be.

Utilising the notice board to make it look more eye catching and colourful with useful information about how to make an appointment.

Suggestions on how to improve the practice website and having a possible virtual group on line.

Waiting times

Waiting times can be too long for specific doctors. The patients asked if this can this be improved.

Anushia agreed to feedback to the clinical team. The clinicians could ask the patients to book a follow up after their 10 minute appointment allowance. Or they could discuss the most important medical concern first.

Facilities – new building phlebotomy, physio therapy, chiropody, in house substance misuse counsellor

The patients find the walk-in centre waiting times too long and also feel that there is no continuity in following up with the same Doctor. But they do find our emergency clinic waiting time to be far too long, sometimes they wait for two hours with one particular GP and they think one problem at a time would ensure that the patient spends less time with the GP.

One disabled patient who is in a wheel chair said he attended the walk-in centre once and the lift was not working and he could not enter the waiting room. No one offered to help him or bring the walk-in centre to an accessible floor, he said this put him off and he did not wish to go there again. Anushia agreed to feedback to Gracefield Gardens.

Out of hours servicers – Seldoc and NHS Direct

Some of the patients did not know about out of hours services.

They have never heard of Seldoc or NHS 111.

Informing patients about these services is very important and must be made a priority.

Posters, updating the website, and informing patients at the desk, telling patients how to contact of hours services in an emergency when they call the Surgery.

Anushia thanked everyone for attending and closed the meeting.