

**Palace Road Surgery  
Patient Participation Group Meeting  
Friday 03.09.21  
1pm-2:30pm**

**Hosts:-**

Uma Jesuthasan **Practice Manager**

Anushia Seevaratnam **Assistant Practice Manager**

**Attendees:-**

TW

MV

RV

DT

DH

PS

ZS

**Medical advice/treatment from clinical staff**

With regards to telephone consultations the patients asked if the doctors could leave a message or call back if they can't reach the patient.

The patients feel that the telephone consultations times between 11:30am-12:30pm should be extended because due to the surgery often running over the patient is not able to speak to the doctor.

Doctor's need to use more tact when explaining what a medical emergency is. Some feel that that they have been told off. The patients feel that have an urgent problem and when the doctor turns them away they feel like they have wasted the doctor's time and their time after sitting and waiting for up to 2 hours sometimes.

Medication review needs to take place more often and when changes are made to the patient's usual medication they need to be kept in the loop.

If the registered doctor is away then the duty doctor needs to be aware of regular medications and look at the computer screen to see what is being prescribed as repeat items.

When doctors do not agree on prescribing items this causes problems for the patients.

Doctors should communicate with each other about the necessary medications their patients take on a regular basis is vital especially when the doctors go on annual leave

Prescriptions being done efficiently and on time are very important.

Emergency waiting time can be too long at times when you are really ill. This is supposed to be for patients to avoid going to hospital but waiting time at the surgery can be up to 2 hrs sometimes.

The patients feel that the practice nurse is very helpful and she always listens and takes an active approach in reminding them about their health check reviews. She is very caring and the patients feel at ease when discussing their medical problems with her.

The Health Care Assistant/Phlebotomist received lots of complements, the patients feel that he is very good at taking blood and he is always willing to help and tries his best to ensure that the patients can approach him at any point if they need advice.

One doctor sometimes answers his mobile phone during consultation which is rude and he gives some patients an impression that he isn't really listening to them.

#### **☒ Professionalism from administrative/reception staff**

All the reception staff are very attentive and helpful.

They create a warm and welcoming atmosphere and treat the patients as individuals by calling them by their names.

The reception staff were praised by the whole group, they received lots of complements and praise about their helpful and friendly approach to the work and for their hard work.

The patients would like this to continue when we move to the new building.

The patients do not want the new surgery to have a cold and clinical atmosphere.

When receptionists ask the patient what the problem is this can be intrusive as it may be a personal problem. The reason for asking the question is to assist the doctor in terms formation gathering. The patient does not have to disclose this information, it is a personal choice.

### **📄 Patient Survey**

We have started our own internal patient survey please can all patients complete them and leave them at the reception desk.

The results will be on the website.

### **📄 Referral System**

#### **How does Choose and Book work?**

When a referring clinician and their patient agree that a referral to a specialist is required, the admin staff are able to enter specific search criteria into Choose and Book to generate a list of appropriate services for the patient to choose from. An appointment can be searched for and booked at this point, or the patient is given an Appointment Request Letter that includes their Unique Booking Reference Number (UBRN) and a password. This gives instructions as to how they are able to book their appointment later, on the phone or via the internet. The UBRN and password ensure that only the patient, or someone they have chosen to act on their behalf, can make, change or cancel a booking. The Choose and Book referral process was explained to the patients.

Most of them had not heard of choose and book and they were interested in how well it works. It is a quicker and easier way to refer patients to local hospitals at a convenient date and time. Patients would like more advertising and sign posting about the Choose and Book process.

### **📄 Feedback**

EPS is not always effective; the patients feel that it can cause delays and confusion. The chemists who are not confident with the system often send the

patient back to the surgery and it almost seems like they are blaming the surgery.

NHS choices website is very informative.

Text message appointment reminders are very helpful.

We closed the meeting by thanking everyone for attending.