

THE PALACE ROAD SURGERY

**Patient Participation Group Meeting
Thursday 20.02.20
1pm-2:30pm**

Host: Anushia Seevaratnam (Assistant Practice Manager)

Attendees:-

TW
MV
RV
DT
DH
PS
ZS
KA

Anushia welcomed everyone to the meeting and offered refreshments.

- **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 their 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**
 - 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.
- **Surgery opening times**
 - The Surgery is now open from 8am Monday to Friday.
 - Dr Pase starts her emergency clinic at 9:30am rather than 9:00am due to child care.
 - We do not have a late night surgery at the moment due to lack of resources however this may change in the future.
- **Surgery Developments**
 - 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.
 - Move to number 1 is due to take place in 2015, the building works is yet to happen.
 - A patient asked if the fire that took place made the building works happen quicker but it did not affect us.
 - Physio service are going by September 2014, it will become a centralised service to enable all local surgeries to refer to the service.
- **Facilities**
 - We have a phlebotomy clinic, a physiotherapy service, and an in house substance misuse counsellor.
- **Out of Hours Services (Seldoc and 111 NHS England)**
 - The patients feel it is not always a good service

- Patients feel they have to wait for a long time for a doctor to come to them via seldoc.
- Not much faith in the 111 service. NHS Direct provided a good service, why did it have to go?

- **AOB**

- Patient transport is no longer available for surgeries to arrange, it has become the patients responsibility to arrange it.
- Royal Brompton hospital does things differently. Anushia to find out.
- Re-vamp disabled toilet ASAP.
- NHS choices website
- Text message reminders are very helpful.
- Could the surgery send texts for health checks etc. We currently send letters and make phone calls to inform the patients about health checks etc.
- The reception desk is too high for patients in wheel chairs. It is possible to have a lower desk when we move to the new building.

Service improvement discussion with patients outside the patient participation group meeting:-

The patients feel that the service at the surgery is very good, help is there when needed. Would like to have the opportunity to make more on-line appointment bookings, and the repeat medication section on the website is too busy and not very user friendly. One of the patients thinks this could be improved. On the whole the website is very useful and informative.

One of the patients is very happy with the service, does not attend often, but when he does attend it is a pleasant experience. Is very happy with the treatment from the surgery happy all round. Especially likes the friendly staff.

Another patient said she is very happy with the service in general. Has no complaints or further comments.

A patient asked Anushia to explain that she apologises for not being able to make it to the meeting but will attend next time. She feels the service has improved but the waiting time for appointments could improve.

Another patient wanted to attend the meeting but had other plans. She feels the service is good.

A patient said he wants the appointment waiting time to improve, and can we have a tea/coffee machine in the waiting area.

A patient said he always likes to come to the meeting but had child care issues. He is happy all round. His doctor and finds him very attentive. Is happy with the service and likes the reception staff.

Anushia then closed the meeting and thanked everyone for attending.