

OPEN DOOR SURGERY PPG Meeting 19TH OCTOBER 2017: Minutes

Attendees:

Dr S Dutta (GP)	N.P.	M.K
Dr S Mittal (GP)	N.D.	A.C
Dr V K Mittal (GP)	S.S.	K.J.

- 1) Plans for a female GP – currently recruiting. Will be based in Balham several days a week. Several complaints about lack of a female GP from patients.
- 2) No changes to existing services
- 3) Infection control inspection took place – practice scored 100% - we aim to maintain high standards throughout both sites.
- 4) Significant events – nil major to report
- 5) Waiting room environment – positive feedback about Tooting in particular –far less cluttered and notice-boards now organised into sections.
- 6) No new clinical trials to discuss
- 7) Flu campaign 2017 – ideas about promoting take-up, usually good at this practice. Opportunistic vaccinations when patients arrive for other appointments, waiting room notices, text reminders all discussed.

Maureen has been trained to give the vaccines at Tooting which takes pressure off the GP.

- 8) Friends and Family Feedback/NHS Choices comments.

594 responses over the past year, 97% would recommend our surgery to a friend or relative. Pretty comprehensive thumbs up from our patient group, keep up the good work!

However, Google and NHS Choices reviews have been mixed. This tends to be a self selecting group of patients often writing in complaint. Each complaint has

been discussed at the weekly practice meeting to see whether anything could be learned and prevented.

Next patient group meeting: Feb 2018

Cumulative and previous survey information

Table 2

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Frequency and distribution of ratings					
			Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Cumulative feedback*	534	97%	356	161	7	5	2	3

*This cumulative feedback is based on the sum of the previous months survey data, as below (up to a maximum of 12 months).

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Oct-17	45	100%	28	17	0	0	0	0
Sep-17	46	96%	33	11	2	0	0	0
Aug-17	46	98%	29	16	0	0	0	1
Jul-17	39	90%	26	9	2	1	1	0
Jun-17	44	100%	27	17	0	0	0	0
May-17	47	100%	34	13	0	0	0	0
Apr-17	44	98%	32	11	1	0	0	0
Mar-17	42	100%	30	12	0	0	0	0
Feb-17	48	100%	35	13	0	0	0	0
Jan-17	44	91%	27	13	1	3	0	0
Dec-16	46	98%	28	17	0	0	1	0
Nov-16	43	91%	27	12	1	1	0	2

Patient comments

The following comments are from patients who indicated that they were happy for these to be made public.

All comments are included in their entirety but all attempts have been made to remove details which could identify specific patients or practitioners.

Please tell us why you answered as you did in question 1:

- Extremely friendly doctors. No appointment required - excellent service.
- The flexibility of the drop-in session as well as the Saturday surgeries. The staff are also helpful.
- The time in convenient.
- Open door quick for children.
- Prompt service, nice staff.
- I am very satisfied by the provided care.
- My GP is good to me because any time am sick he give me good treatment.
- The doctors and staff have the patience and also caring and polite to patients.
- Good GP, caring and listens, polite nurse, receptionist.
- The staff very help and the doctors.
- The service here is excellent. The doctors are up to date and they know me as a patient that needs care. They have always provided and care for me adequately. I am happy and satisfied.
- Because whenever I had any problem I can see my doctor fast, and I don't have to wait too long.
- It's very easy and convenient as I don't need to book appointment to be held up for days. I just walk in any day I don't feel well and I am very well looked after.

Please tell us why you answered as you did in question 1:

- Very good service.
- Very polite services and good customerservices.
- Because it's an open door surgery and you don't need to book an appointment.
- Very reliable quick service.
- Good service and professional.
- Good services and walk in service. No need to make an appointment.
- Because is the best GP.
- I am very happy with the practice and especially the doctors, my doctor has be very great to me and family.
- My GP is a good person all the time to me.
- The reason why I like this surgery is that they have patience for the patient and also they give us good treatment.
- Because it is a walk-in GP and doctor pays attention to your needs and listens. Would like to suggest having a female doctor please.
- Open door us appointments.