

# **PATIENTS PRACTICE PARTNERSHIP**

**Friday 21<sup>st</sup> February 2014**

## **MINUTES**

**Present: Dr Tee, Dr Graves, Dr Robson, Samantha Cox, Tony Saville, Jane Page, David Gregory, Anne Crisp, Norman Billett, Kate Williams and Annie Taylor.**

Apologies from: Dr Tideswell, Dr Pitt, Bill Miller, Martine Burgess, Brian Sleafer, Victoria Desmond, and Judith Harrigan

This Meeting is to discuss the results of the patient Survey held between 27<sup>th</sup> January 2014 and 26<sup>th</sup> February 2014. This year 138 surveys completed whereas last year the total was 190. It was felt that the response could have been better and Tony Saville suggested that we should start six months earlier to hopefully obtain better results. Patients do not seem to realise the necessity of the survey and how their comments are important. Suggestion made for an article to go in the Dunmow Broadcaster or local village magazines. It was also felt that this should be discussed at subsequent meetings to see if anyone has had any further thoughts on publicising the survey.

### **Points raised from 2013/2014 survey.**

Patients kept waiting to see their GP. It was felt that receptionists should inform patients of the delay and also that GP could apologise to patient when taking them in for consultation. Suggestion made that a sign should be put in reception asking patient to come to the reception desk and advise receptionist if they have been waiting longer than 20 minutes.

Triage system – this was going well and to monitor it – include again in next year's survey.

Online appointments – several comments not aware of this facility – the practice need to promote this more – new posters and to attach a message to repeat prescription slips. If more patients used this facility it would take the pressure off receptionists answering calls all day.

Dispensary opening times – this was discussed last year and the action was to have the dispensary open until 6.30pm - due to unforeseen staff shortages the practice was unable to implement it. From April 2014 we are hoping to implement the 6.30 finish -which will give patients time after work to collect their prescription. Sometime surgery consultations run late after 6.00pm – this would enable patients to also get their prescription instead of going to the chemist.

### **Survey for 2014/2015**

#### **Points raised for next year's survey:**

- To start survey earlier
- Run for longer than a month
- To have PPG members at both surgeries to promote the importance of taking part.
- Triage system - feedback
- Information – ways to communicate to patients.
- Opinion of surgery facilities e.g. seating area
- Sufficient time in consultations to discuss problems.

**A.O.B.**

Phone system – Annie to speak to phone provider as several patients have been “cut off” whilst waiting in the call loop.

Sharing of Data – National drop does not seem to have reached everyone. This has been organised by NHS England and has nothing directly to do with the surgery. Kate advised that we are actively seeking to provide information to our patients.

**The Partners closed the meeting by thanking everyone for their continue suport**

**Meeting closed at 2.25pm**

**Date of next meeting to be arranged.**