

Woolstone Medical Centre

Patient Participation Group Meeting - Minutes

14 June 2023 12:30 – 13:30

Agenda

- 1) Welcoming and Introduction
- 2) Staff Changes
- 3) Appointments – Capacity & Access directive from NHS
- 4) Friends and Family Results – November 2022 to Present
- 5) Patient Survey 2023 – What questions would you like in this year's survey?
- 6) AOB

Attendees

Woolstone Medical Centre staff

- Dr Para Patel (Partner)
- Stuart Hall – Practice Manager
- Emma Bird – Administration

Woolstone Medical Centre patients

- Peter H
- Glenis W

Stuart opened meeting thanking those in attendance.

Minutes of previous meeting raised and agreed to be OK. Also uploaded to surgery website for patients to view.

Staff Changes

We have had a few changes since previous meeting. 1 receptionist left (CS) and we have been able to recruit two more receptionists, Emma & Andriana. We have also had a change of Salaried GP to Partner with Dr Para Patel becoming a partner of the practice from April 2023.

Appointments

Stuart discussed how the NHS is now requiring all practices to participate in Capacity and Access development with the aim of bringing all GP practices to offer appointments within 14 days of asking and at the first attempt being able to get an appointment.

The surgery has historically offered appointments up to 4 weeks in advance to patients which has worked well although it does sometimes leave quite a long delay for some patients. The practice has therefore implemented a plan to bring all routine appointments to be bookable from 28 days to 14. At time of meeting we are currently at 21 days in advance for appointments to be booked. The goal is to reach 14 days by the end of July which we are on course for. This will mean that a routine appointment will be bookable within 14 days. Of course there is still capacity for doctors to book routine follow ups for patients over and above the 14 day limit as deemed necessary by them.

When the 14 day goal is reached we hope that this will meet the needs of patients being able to get a routine appointment sooner and in a much more streamlined procedure.

We currently have one doctor on Maternity leave and she is expected back in October, so we are employing locum doctors in the interim to fulfil the requirements of patients. One drawback in this however, is that we are unable to release as many advance appointments as we would like as sometimes a locum will cancel their clinics resulting in us having to rebook patient appointments. This can sometimes mean that we have to use the on-the-day appointments available. With the doctor coming back to us from Maternity leave, we will once again have the availability to offer more appointments in advance both over the phone and online.

Friends and Family Results

After every appointment a patient is sent a SMS message asking them how their appointment was and are asked to rate the service on a scale from Very Good, Good, Neither, Poor or Very Poor.

We are really happy to report that our Friends and Family results continue to be very good with an average rating of good/very good standing at 96%. These results are from November 2022 to May 2023.

Patients also get the opportunity to give a reason for their rating and it is heartening to see that all members of staff within the practice are receiving very positive comments. These results are shared with all members of the practice and discussed at Practice Meetings to see where any improvements are needed.

Once we have found an efficient way to do so, we will also be uploading the graph and statistics to our website for all patients to view.

Patient Survey 2023

The National GP Patient survey finished in April but we want to consider putting out our own survey. Emma will be leading on this over the coming months and we hope to get some input from our PPG group for questions that we can include. Some suggestions so far include:

- Average waiting time to get answered on the telephone when contacting the practice?
- What impact has Covid had on you?

We need to remember that we will need to be able to quantify the answers so generally either a yes/no or scaled answer would be needed from the questions that we ask.

AOB

We were asked to consider varying the times of the PPG meeting from lunchtimes.

- This is something we can look into going forwards as we would like to encourage as many patients as possible to be able to attend the meetings either in person or virtually.

Has there been any violence or racism in the practice?

- Stuart reported that there was an incident in the surgery waiting room last year when two patients had a physical fight. It was broken up by staff, however one member of the practice was struck by a thrown object. Both patients were taken off the practice list with immediate effect.
- There have been no reported incidents of racism within the practice either towards or from staff.

Glenis and Peter both wanted to express how much they value the practice and all the staff working here.

Next meeting

Plan is to hold next PPG meeting around middle to end of September 2023. Information will be sent out in due course to with request for feedback to arrange for the meeting to be at different time. This will depend on feedback.

Meeting drawn to a close and everyone thanked for their attendance and participation.