

**Minutes of Bethesda Patient Reference Group**  
**21<sup>st</sup> March 2012**  
**held at the Walpole Bay Hotel**

**Apologies:** 2 members

**Present:** 12 Members

**Terms of Reference**

Rachael thanked the group for attending and explained that the meeting today was to discuss the outcomes of the Patient Questionnaire and to agree the Terms of Reference for the Group.

The Group read and agreed Terms of Reference which were duly signed by the members present.

**Patient Questionnaire**

The group were given copies of the results of the Patient Questionnaire which took place over the two weeks of 27<sup>th</sup> February and 5<sup>th</sup> March 2012.

In total 214 patients filled in the questionnaire.

**The group were happy with the responses to the following Questions which were all very positive:-**

- How do you rate the way you are treated by The Receptionists at the Surgery?
- How do you rate the hours that the surgery is open for appointments?

Thinking about when you want to see your usual doctor

- How quickly do you usually get to see that doctor?
- How would you rate this?

Thinking of the times when you are willing to see any doctor

- How quickly do you usually get seen?
- How do you rate this?
  
- How long do you usually have to wait at the surgery for your appointment to begin?
- How do you rate this?

Thanking about repeat prescriptions

- The ease of ordering repeat prescriptions
- Availability to collect repeat prescriptions within 48 hours

Concerns were raised over the responses to the following questions:-

- **If you need to see a GP urgently, can you normally get seen on the same day?**

The group were concerned that some patients had said no to this and Sue explained that the duty doctor would have assessed the patient's problem and decided that it was not urgent for a same day appointment; it is not the Receptionists refusing patients appointments.

- **If you had a telephone consultation with a GP how do you rate the system?**

The group were concerned that a number of patients felt they were not being given a choice as to whether they wanted an appointment or telephone consultation.

The group felt that patients are unhappy with the GP's who triage all their consultations by telephone, as telephone calls are imposed upon the patients with no choice given.

Sue explained to the group that the patient would be seen following the telephone consultation if the GP felt it was necessary.

**Action:** Rachael to speak to the GP's who work in this way to voice the groups concern that patients feel they are not being given a choice.

- **Ability to get through to the Practice on the Telephone**

The majority of patients that completed the questionnaire rated the ability to get through to the surgery on the telephone as poor. Sue explained that there are 3 members of staff dealing solely with appointment queries, 3 dealing with calls that come through to the Prescription Team and 2 Staff members on The Reception desk. The group agreed that it was always extremely busy first thing in the mornings. XXX said that if he called in after 10am it was usually a lot easier to get through.

There was discussion of what could be done to relieve pressure on the phone lines and the following was agreed.

**Action:**

- Leaflets to be left in the waiting area promoting the different ways appointments can be made (copy attached) – **Practice Manager to arrange**
- Message to be put on plasma screen, in the waiting area, giving patients the above information – **Practice Manager to arrange**
- Patients to be offered support using the automated booking systems – this will be offered by the Reception Team and messages on the plasma screen in the waiting areas – **Practice Manager to arrange**

The rest of the questions were related to the actual consultation with the GP and the group agreed that the results of these were very good for each individual GP.

**At the end of the Practice Survey there was space allocated for Patients to comment about the Surgery**

These comments were discussed:-

1. Overall patients were happy with the service.
2. Some Patients requested the outer door be opened before the Surgery opens in the morning to give shelter to patients waiting.

**Action:**

- The Office/Reception Manager said that she would remind the early morning staff that the outer door should be opened at 8.15am each morning

3. Patients expressed they would like the surgery to be open later in the evenings and on Saturdays.

It was discussed that the Surgery provides Extended Hours on Wednesday evening, Friday morning and Saturday morning surgeries and these hours are advertised on the practice website.

4. Partially sighted patients asked if they could be called when they are due to see the GP as they are unable to see the call boards.

**Actions:**

- The Office/Reception Manager said that she would put an alert on the notes of patients that need this service so that Receptionists and GP's are aware that these patients need to be called for their consultation.

5. Some patients said they had difficulty reading the slides on the Plasma Screens in the waiting area.

**Action:**

- It was agreed that the folder containing copies of the slides would be moved from behind reception to a more accessible position for patients – **Reception/Office Manager to arrange**

6. Some patients expressed they would like support using the On-line/Automated telephone system.

**Action:**

- Tuition to be offered to patients to help them to use the above systems by the Reception Team and on the Plasma Screen – **Practice Manager to arrange.**

7. Patients had expressed that communication is difficult for patients from other countries at Reception and this sometimes causes delays.

Sue explained that when patients are registering we have instructions printed in other languages to try to make it easier and this includes asking them to bring an English speaking person with them when attending.

**Action:**

- Prompt Cards to be made in different languages – **Practice Manager to arrange**

**AOB**

Xxxx and xxx said that they had enjoyed helping out with the Patient Questionnaires and it was nice to interact with the patients.

Rachael stressed the importance in getting feedback from patients and asked members when in the waiting area to ask for feedback on the services the surgery provides if appropriate.

???? asked if Sue could let her know the numbers for the next meeting a couple of days beforehand.

Next Meeting Scheduled for 10.30am Wednesday 25<sup>th</sup> April at Darwin Court.

Mission Statement

“Good Communication “

