

**Minutes of Bethesda Patient Representative Group Wednesday 27
February 2013 at Darwin Court**

Present: 9 Members. Rachael Cousins, Sue Clarke

Rachael thanked the group for attending and explained that the meeting today was to discuss the outcomes of the Patient Questionnaire and to agree any actions for change to the service/care we currently provide.

Rachael also thanked those who had volunteered their time to help give out the questionnaires in Reception.

Patient Questionnaire

All of the group were given copies of the results of the Patient Questionnaire (where possible prior to the meeting) which took place over the period of 28 January to 22 February 2013.

In total 375 patients filled in the questionnaire. Rachael went through each question.

Q1. How do you rate the way you are treated by receptionists at the Surgery?

The overall response was either excellent or good.

The group said that there was sometimes a lack of consistency with the Receptionists in that some would book appointments for patients for the following week but some wouldn't. Rachael explained that if the patient is given a slip of paper from the GP the Receptionist is able to book the appointment for them.

It was also mentioned that patients sometimes had to come in on two different days for appointments and would be better if they could have both on same day around the same time, especially if they have to get taxis to bring them. This is done where possible but XXX suggested using the Voluntary Car Bureau as this is cheaper than some taxis. **Action** Rachael to put this Service on the plasma screens. The general consensus was that some patients have unrealistic expectations of the Receptionists and they deal with difficult situations exceptionally well.

XXX said that there was not much confidentiality at the Reception desk as conversations can be overheard in the Reception area especially when it is quiet, and that the Receptionists conversations amongst themselves can also be overheard. Rachael said there was background music but this was not normally put on as patients that are hard of hearing cannot hear what the Receptionists are saying.

Action: Sue to speak to Receptionists about personal conversations.

Q2 How do you rate the hours that the surgery is open for appointments?

All responses were either excellent or good

Q3 Thinking about when you want to see your usual doctor

3A How quickly do you usually get to see that doctor?

A good response with highest amount of answers as same day

3B How do you rate this?

Most responses either excellent or good

Q4 Thinking of times when you are willing to see any doctor

4A How quickly do you usually get seen?

Highest proportion of answers as same day

4B How do you rate this?

Most answers were excellent or good

Q5 If you need to see a GP urgently, can you normally get seen on the same day

A good response with most amount of answers as yes

Q6 If you had a telephone consultation with a GP how do you rate this?

Most answers were either "This system suits my needs "or I prefer face to face consultation "The group discussed that patients were divided on these consultations as it suits some patients but not others.

Q7 How long do you usually have to wait at the surgery for your appointment to begin?

Highest response was 6-10 minutes followed by 11-20 minutes. The group said that the JX board did not say when GP's were running late but the self booking in screen does advise the patient if the clinician is running late. XXX suggested that for next years questionnaire the word "usually" should be highlighted so that patients don't just rate that days consultation.

Action: Rachael to change next year

7B How do you rate this?

Highest amount of answers were 'good'

Q8 Thinking of times that you have phoned the practice, how do you rate this?

8A Ability to get through to the practice on the phone?

Highest amount of answers were 'good'.

Rachael said that this was an improvement on last year and the group agreed that since additional staff started answering the telephone between 8.30am and 9am this had improved the quickness of the telephones being answered.

Sue also mentioned that the telephonists also advise patients of the other ways in which patients can book appointments i.e. Patient Partners and the automated telephone system.

8B Ability to speak to speak to a doctor on the phone?

Highest amount of answers were 'good'

Q9 Thinking about repeat prescriptions, how do you rate the following?

9A The ease of ordering repeat prescriptions ?

Highest amount of answers were 'excellent' followed closely by 'good'

The group said that being able to order on the website was a great help to a lot of patients.

9B Availability of completed prescriptions within 48 hours of receipt?

Highest amount of answers were 'good' 'closely followed by 'excellent'.

The group felt that the responses to both 9A and 9B were very positive.

Q10 Thinking about your consultation with the doctor today, how do you rate the following;

There were 8 sections to answer for this question and every doctor scored 'very good' as the highest in every section.

The group suggested that PTO was put onto page 3 of the questionnaire so that more patients were aware that they need to fill this part after their consultation with the doctor Action Rachael for 2014. The group also wondered if the questions could be aimed more generally about consultations as a whole rather than just the consultation that had happened on that specific day. They also said maybe Q10H may not really be applicable. Action Rachael to review the format of the Patient Questionnaire with the PWG before circulating in 2014.

Q11 Please decide how strongly you agree or disagree with the following statements;

11A I am confident that this Dr will keep information about me confidential?

The highest proportion of answers were 'strongly agree'

The group felt that as there were a couple of 'strongly disagree' responses that maybe there were too many choices of answer and patients may have been confused.

11B I am confident that this Dr is honest and trustworthy

The highest proportion of answers were again 'strongly agree'

Q12 I am confident about this Drs ability to provide care?

Out of 276 responses to this question, there were 5 patients that said 'no'

Q13 I would be completely happy to see this doctor again?

Out of 265 responses to this question, there were 7 patients that said 'no'

Q14 Was this visit to your usual GP?

213 patients said 'yes' to this question and 63 said 'no'

The group felt that overall the results were very good and an improvement on last years outcome.

With regards comments about the surgery (requested at the end of the questionnaire) overall patients were happy with the service but asked if the following could be considered.

Q. Patients asked if the outer door could be opened so they could shelter in bad weather.

A. Action: Sue to ensure that this happens on a daily basis.

Q. Lots of patients expressed they would like the surgery to be open later in the evenings and on Saturdays.

A. We open until 7.30pm on Wednesday evenings, from 7am Friday morning and for 2 hours by appointment only on a Saturday morning. It was decided that not all patients are aware of our opening hours and it was agreed to display these hours on the plasma screen and website Action: Rachael

Q. Partially sighted patients asked if they could be called as they are unable to see the call boards.

A. Alerts are put on patient's notes for this to happen if the clinicians are made aware of the problem.

Q. Some patients expressed they found online/telephone booking difficult.

A. Guides to be made available from Reception Action: Sue

Q It was suggested that maybe the pace of following the automated system could be slowed down.

A. Action: *Rachael to speak to the company to find out if this is possible*

Q. Patients commented on the increase in other nationalities attending the surgery and the effect it had on the amount of time they took at Reception.

A. Sue said that interpreters can be arranged for other nationalities for appointments but are not based at the surgery to deal with queries at reception so there may be some delay occasionally.

Feedback from those who helped in Reception with the questionnaires

The group would like more clipboards and pens as it is easier for the patients to fill in the questionnaire using a clipboard. Action: Sue

XXX said that she had to help quite a few patients to fill the questionnaires in as they had difficulty reading or writing.

XXX asked if there could be more hand gel dispensers available for patients as there are only 2 at present. He said that the nurses ask patients to use these before going into their consulting rooms but was not aware of the doctors doing so. Action: *Rachael to look into this request*

XXX said that the questionnaire was quite long and complicated and Rachael said that next year we could address this as part of the meeting to discuss items included within the Questionnaire Action: Rachael

XXX suggested that after the questionnaire was completed perhaps a message could be put on plasma screen /in Reception thanking patients for taking part and that the results will go towards us trying to improve our service. Action: *Rachael to do this.*

XXX said that it was useful to have the book at Reception with the Plasma screen slides in but it would help if there could be an index in it to help patients find the relevant slide more easily .Action: *Sue to arrange*

The next meeting was scheduled for Wednesday 10th April at 10.30am at Darwin Court. Action: *XXX to book the room*

Mission Statement

“Good Communication “

