

## Minutes of Patient Meeting Wednesday 27<sup>th</sup> March 2013

### In Attendance

Arthur Harkness	Joyce Henderson	Joan Clark
Maureen Jefferson	Leonora Lee	Brian Lee
Alyson Marshal	Dr Andrea Clarke	

### Apologies

Joyce Robinson	Liz Parker	Lyn Crinnion
Sandra Devanney	David Williams	Joe Rogan
Lawrence Welsh	Noel Newton	Elaine Carr
Vera Simons	Edwin Simons	Dobson Heron

A tribute was paid to Ian Severs, a founder member of the patient group, who sadly passed away last month. His contribution to the group and the practice will be greatly missed.

The results and comments from the patient survey had already been circulated to the members and these were discussed amongst the group.

Each section was discussed and compared with last years. The majority of sections were comparable to last year however there was a significant increase in patients' satisfaction on communications with the surgery and seeing a doctor quickly. It was agreed that this reflected the introduction of the new appointment system.

Overall satisfaction however was slightly down from last year which was disappointing.

It was agreed by the group that comments on the survey were to be taken as subjective and reflected the patients experience that day however we did need to look at the trends and use these to devise our action plan for next year.

After discussion with in the group and taking into account feedback from our virtual patient group, the following areas were agreed.

### **Action Plan for 2103/14**

#### Appointment System

Although it was agreed that the new appointment system was an improvement there were certain parts of it which did not work so well.

The system needs to be more flexible for patients who work as they cannot always ring on the day they need to be seen and don't always have access to a phone.

This will be discussed by the practice and fed back to the patient group.

It was agreed that a system needed to be put in place for patients who needed review appointments as it did not seem sensible that they had to ring on the day. It was decided that these should be able to be made by reception so long as the doctor had noted on the computer that the patient was due for review. It was felt that this may reduce slightly the volume of phone calls/ triage requests.

#### Telephone Script

It was agreed that the script used by the receptionists needed to be reviewed to explain to patients why they were asking what the reason for their call as it helped the doctors/ACP's to prioritise the order in which they called patients back.

#### Telephone message

It was agreed that although this was a useful tool to communicate information to patients, it was too long and that the practice would investigate if the current phone system could be converted to an option system.

#### Hand gel Dispensers.

It was suggested that more hand gel dispensers would be made available to patients.

#### How to recruit younger patients to join patient group?

This was discussed by the group as it was felt that the views of younger patients were not represented. It was felt that inviting younger patients to join our virtual group would be a better option and it was suggested that a letter/poster be sent to the local Sixth Form Colleges inviting young patients to sign up to this.

#### AOB

#### Queens Road Surgery Website

The members of the group were invited to become involved helping the practice to keep the website up to date and relevant. Two members of staff – Julie Smith and Donna Taylor had expressed an interest in taking responsibility for the website and were keen to work with interested patients.

Maureen Jefferson expressed an interest and Alyson Marshall agreed to pass her details to Julie and Donna so they could work together on this.

#### Booking appointments on Line

Dr Clarke explained that this was an area the practice was keen to explore but we needed volunteers to test this out once it had been implemented on the website. This would involve patients initially registering their details to access this and trying to book appointments.

All members present expressed an interest in helping the practice with this.

## Proposed Bids for Funding

A letter had already been sent by Dr Clarke to the members outlining a bid she had compiled for funding to look at patients who were taking the combined oral contraceptive pill. She explained that part of the bid was to have consultation with patients. The group agreed that this proposal would be of benefit to patients.

Alyson Marshall  
28<sup>th</sup> March 2013