

## **Minutes of the Valley Medical Centre Patient Participation Group Meeting Wednesday 19<sup>th</sup> March 2014 At 6.30pm**

### **Present:**

**Practice Representatives :** Dr D Baron, Liz Sedgwick – Practice Manager

**Patient Representatives :** Margaret Derbyshire, Beryl Downs, Janet Kszton, James Fisher, Jim Brackenridge, Ken Scott, Judy Pearson, Chris Milnes, Anne Payne, Pauline Naylor

**Apologies:** Jenny Mackinder, Biz King, Cliff North

### **Introductions and apologies**

Dr Baron welcomed everyone to the meeting and the apologies were accepted.

### **Minutes of meeting dated 15 January 2014**

The minutes of the previous meeting were agreed as a true record and there were no matters arising.

### **Practice Survey 2014**

Members of the group were given the full patients feedback information. The numeric results were self explanatory and the majority of the discussion centred around the feedback from the comments box..

### **How we collated the information**

In 2013 the survey was handed out by both Doctors and Nurses after a patient consultation. However over 50% were not returned so the approach in 2014 has been to ask the patient in the waiting room. This was carried out between 20-31<sup>st</sup> January. Patients were either given a form to complete on arrival by the receptionist or a member of staff who approached patients in the waiting room. These were then completed the survey prior to their appointment. The ability to print off the survey from the website was also available. Over 550 forms were completed which was a huge success and represents over 5% of the practice population..

### **Discussion On Findings Of Survey**

The GP Partners reviewed the responses at their weekly practice meeting and made several proposals in response to the comments made. These were then put to the group for comment and further discussion as each area was discussed.

### **Review of Practice Survey Comments**

The comments were grouped into areas

Online Services – Although this is well used it does seem further promotion is needed as the numbers still suggest that people don't use or aren't aware of this. The group were assured that non-computer users would not be disadvantaged. In fact a positive would be that the phone lines would be less busy.

Waiting Room – the quality of the radio and the station playing was up for debate. The group preferred Radio 2. Playing music from CD has been tried but is an issue with the Performing rights so radio is the preferred choice. Complaints about a

background buzzing had been made. The surgery is installing a new sound system which will improve the sound quality and removed the buzz.

Appointments – there were comments about difficulties getting an appointment. However the surgery has recently reviewed and changed its appointment system which has seemed to reduce the existing pressures. This has been trialled for the last month. The surgery doors are also opening before 8.30am (as requested) to ensure the first appointments can book in with the touch screen. Reception will be manned from 8.30am so patients ringing from home are not disadvantaged by people coming to the surgery building.

A&E and Out of Hours – there were a few comments about 111 not delivering a good service and the problems for Stocksbridge residents being so far from the City hospitals.

Practice Premises – Unfortunately this question was not clear enough and some responses incorrectly thought the intention was to move out of Stocksbridge which is not the case. On the whole the move locally was supported to enable to practice to expand and continue to deliver the best services to the local population.

Overall the comments were mainly positive. Following discussion the action plan 2014 was agreed by the group as follows:

- **Installing a completely new phone system removing the 0844 number and replacing it with the local number 3217510.**
- **Replacing the sound system in the waiting room and surgery building**
- **Changed the settings on the touch screen to confirm name and appointment details ie Doctor, time and room**
- **Appointment system and availability – reviewed and changed**
- **Continue to actively encourage the use of the text service for reminders**
- **Continue to promote online services – appointments and prescription ordering.**
- **Open the surgery doors prior to 8.30 am to enable the first appointments to be ready. This requires the use of the touch screen. Reception will not be manned until 8.30am.**
- **Results of the survey and actions to be taken to be placed on the website and available in the waiting room.**
- **Continue to promote the PPG and encourage younger members to join the email group.**
- **Continue to promote services available out of hours to encourage use of most appropriate service.**
- **Continue to pursue the opportunity to move to new premises**

**Any other business** – Information in the waiting room was discussed and streamlining the notice board and posters was requested.

Date and Time of Next Meeting: Wednesday 18<sup>th</sup> June at 6.30pm