

Meadowside Patient Group
Meeting Minutes 1st March 2016

Those present: Chris White (Chair), Catherine Bradley, 5 MPG members

Apologies:

Meeting start: 10.00am

Chris started by welcoming a new member to the Group

Chris opened the meeting by discussing when the best time was for members to attend a meeting if in an evening. It was agreed that this would be 5.30pm.

Chris moved on to discuss the money that has been raised from the book fund in reception. The group were informed that we have been looking into different styles of waiting room chairs and Chris informed the group that we would have to spend in the region of £150 per chair, for it to be of a good standard and suitable for a doctor's surgery. It was agreed one would be purchased and if after a period of time it was deemed suitable we would purchase another, and we would share the cost.

Chris then did a brief practice update with the group discussion. It was agreed that 'phoning in to the surgery has improved and the fact that you are told that you are in a queue is better and gives the incentive to stay on the line. It was thought that on the whole the triage system works well.

Some members have been receiving texts about appointments and thought this was a good enhancement to the patient experience.

It was mentioned that all actions from the PRG group over the last 12-18 months have been acted upon and the benefits have been seen within the surgery.

Chris moved on to discuss the initiative that one of the members had been part of the Sharing Good Practice, (a copy of the slides was distributed for reference).

The findings from members of four local PRG groups were discussed. The overall results were:

- Patients preferred Lawton House's appointment system and the philosophy that a patient is never turned away.
- Reception staff were trained in triage so they can distribute appointments appropriately between GP's and nurses.
- Appointment waiting time - Lawton House have an electronic board with waiting times displayed. We have looked in to this but our system is different to that of Lawton House and is not currently possible. The Group asked whether our reception staff would inform patients if waiting time is longer than 30 minutes. This is something that we would look in to but achieving it would be a challenge when demand on their time was high.

Readesmoor were commended for the facilities and services they provide onsite and they offer 5 yearly health checks for those over 40 years of age.

Meadowside were commended for patient communication and for introducing the text confirmation system for appointments and also a text is sent to patients when any test results are back. Meadowside was also mentioned for its good website management, and for also having a dedicated noticeboard in reception with information about the PRG group.

Training of staff was discussed and Chris informed the panel that we do have training sessions approximately 8 times a year usually on the 1st Wednesday of the month.

Chris thanked SB for his time in taking part in the Sharing Good Practice initiative and asked if any other members would be interested in doing something similar in the future, 2 members would be interested in doing this.

Chris moved on to discuss the Friends and Family test. He started with the results from the time period of Dec 2015 – February 2016 and informed the group from the responses we received that 65% of patients are highly likely /likely to recommend the surgery to friends and family.

The group thought that this was not a true representation as the numbers in response terms is low. We discussed different ways of trying to increase the uptake of filling the questionnaire. Chris informed the group it is on the website but we are still working on trying to get a link to make the questionnaire downloadable.

The panel asked if possible we could target a surgery and give to all patients attending a specific surgery but Chris said he didn't think it would make a big difference as still relying on patients filling the questionnaire in.

The panel also asked if possible to have a more detailed questionnaire?

The meeting closed at 12.00.