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Minutes of the Patient Representative Group and GP's Annual Survey Meeting  
Held on Tuesday 24<sup>th</sup> February 2015 at Hindley Health Centre

Present at the meeting: Dr Ninan, Dr Arora, Dr Gopalswamy, Anne Smith (Practice Manager), Debbie Close (deputy Practice Manager), Margaret Heyes (patient representative), Valerie Gibson (patient representative), Mary Davies (patient representative), John Whittle (patient representative), Jeffrey Glover (patient representative), Roy Yates (patient representative), Keith Smith (patient representative), and Andrew Swift (patient representative).

Apologies: Dr Nawaz, Pauline Blears (Head Receptionist), Diane Teskey (patient representative).

Anne opened the meeting by thanking everyone for attending and gave a short background to the reasons for us having this meeting and why we chose to carry out this survey. Anne informed everyone that this survey was designed by the CCG and we have been asked to use it as our annual survey so we can get some ideas of patients' views on the hospitals and community services for when we have a meeting with the CCG which we do twice a year as patient feedback is requested. As the survey is quite different this year it has made it more difficult to make the action plan for the next year, however, we are sure that together we will be able to do one from the comments made in the survey.

As the group have had the survey results passed to them by Debbie at the last PRG meeting the meeting was handed over to the group for their comments from the results.

John said that the practice can be pleased with the CQC report. The report shows that the care to patients in surgery is very clear and credit to all members of staff for this. John thinks that it is difficult to pick out where improvements can be made and where we can make a difference.

Appointments.

John said that the doctors will never get appointments right and we will never have enough even if we opened 24 hours, there will always be the demand. Anne thinks that from the comments made patient education could be required. The comments seem to read that patients are not aware of the 2 nights that appointments are available after 6pm and that appointments can be booked online. It also seems that some patients are not aware of the telephone consultations. Education and information is an area we could look at and put an action plan together. We have started to make patients aware by putting an alert on the website informing patients of the various appointment times. Anne has done a printed copy of the notice if any of the group wants to have a look or they can go onto the website and look. Dr Gopal explained about the 8 till 8 patient access service and how patients will be able to book an appointment with a GP, however, it will not always be one of our GP's as the service will run with a group of other practices. A general discussion followed

regarding appointments and their usage, whether they are being abused by patients who are not really ill or whether we could start triaging patients before their appointment. In response to this Anne explained that we never judge if an appointment is appropriate or not as what is not important to some is very important to someone else, and we don't want to start triaging patients. John asked the practice staff not to think about triaging any patients but to continue as we are when booking appointments. There was also a discussion regarding online appointments and if we had enough available online. Dr Arora asked if the group about reducing the number of online appointments available for Hindley Green surgery as they seem to be being used by patients who normally attend Hindley surgery. A few members of the group said that they had booked appointments at Hindley Green online as there were none available at Hindley, and they would continue to do so if they wanted that appointment, Roy said that he wanted Hindley Green appointments to be left as they are as it is perfect and nothing needs to change.

Appointments will be left as they are, but, will be monitored on a regular basis and Debbie will update the group if any changes are going to be made. Anne said that we would welcome any ideas which could help to improve our appointments system.

GP's listening to patients.

Anne said that there are a few comments about Drs listening to patients and in their defence there are time restraints for the doctors when a patient attends. If a patient has more than 1 problem there could be times when the doctor asks the patient to make another appointment to discuss the other problem as the doctors don't have time to deal with other problems in a 10 minute appointment. Most of the group said that they felt the doctor does listen and does take time with them at their appointments. Margaret said that she had been approached by 1 patient who had told her about an appointment she had and the doctor not listening to them, for example the patient attended with a sore knee and had another problem, the doctor said he was running late and the patient would need to make 2 more appointments to discuss the other problem. Dr Arora said that if the PRG receive the same problem a few times to raise it with Anne or Debbie.

Name Badges.

Anne will remind staff to wear their name badges. Jeff said that a gallery would be an idea so patient could see who members of staff are. Anne said she would look into it.

Phlebotomy Service.

Anne said that there were a few comments regarding the phlebotomy service. Currently we don't offer this service to patients and we are aware that the clinic's service is only for 2 hours on a Tuesday morning. We wondered if one of the reasons why patients don't attend their annual reviews is because they are unable to get an appointment for their blood test. Anne would try to see if there is some way we could get the resources to offer this service to our patients as we feel it would be beneficial to them. The group think that this would be a good idea and would be good for the patients to have a one stop service where they can see the GP and then have bloods done soon after at the surgery. Anne said she will look into this and try to get some funding for us to carry out the service.

AOB

The PRG group did not have anything to add, therefore, the meeting ended. Anne thanked the group for attending.

Next PRG meeting will be held on Monday 16<sup>th</sup> March at 6.00pm.