

Twickenham Park Surgery Patient Participation Group

Meeting 1

19th December 2012 8pm

Facilitated by:

Chaired by:

Present:

Apologies from:

(the above has been anonymised for website publication)

Welcome and Introductions:

BJ opened the meeting and thanked everyone for coming, he explained the role of the group and what we hope to achieve from its formation.

Terms of Reference and Election of Chair:

The group discussed the PPG Groups terms of reference. The group felt we should aim to recruit more members to the PPG to get a wider range of opinions and it was agreed that we should aim for ten members. MU very kindly agreed to be the Chair Person for the Patient Participation Group, it was also agreed that this may be done on a rotational basis, with someone else taking over in a month or two.

Action: BJ will seek to recruit more members for the next meeting.

Patient Survey:

The group looked over the draft Patient Survey; it was felt that it looked rather long and daunting. The content was discussed and all found to be valuable and relevant.

Action: SM will remove the individual comment boxes on the form, replacing these with one comments box at the end and print on double sided sheets, this will be reviewed again at the next meeting.

Access Arrangements:

The group discussed patient access at the practice and it was felt that a website should be set up offering surgery information and the option of booking appointments on-line. MK raised the point that on-line prescription requests and e-mail facilities would also be helpful.

Action: BJ explained that the surgery is in the process of setting up a website which should go live in January 2013, this will then extend to on-line appointment bookings, prescription requests and e-mail in due course and will keep the group updated on its progress.

KM offered feedback from her husband on his experiences in booking appointments. On one occasion he was only offered a book on the day appointment and the receptionist offered no alternatives and did not make him aware he could book in advance or that telephone consultations are available, KM explained that for people that work being able to book appointments in advance is a necessity.

Action: The practice offers appointments that can be booked up to two weeks in advance, book on the day appointments, telephone consultations (bookable in advance) and a triage system. It is important that patients are made aware of these options and SM will communicate this to reception to ensure patients are given all the options regardless of which member of staff they speak to. All of this information will become more accessible once the website is up and running.

CB explained her experience of calling to make a book on the day appointment for an ill child. She has found it difficult to get through at 8.30am when the phone lines open and has resorted to calling from a land-line and two mobiles to increase her chances of getting through. This obviously causes extra distress for patients who are unwell and the possibility of a new phone system with queuing facilities was discussed.

Action: It was felt that at other times of day the phone system is not a problem and a solution only need to be found for the 8.30 bookings. KM explained that at her surgery overflow calls are diverted to other departments to ensure that more calls can be answered. BJ will discuss this with reception staff and get feedback to bring to the next PPG.

Action: BJ hopes the website facilities will alleviate some of the 8.30 rush, he will ask reception to communicate to patients that they should only call between 8.30 and 9.00 if they need to book a book on the day appointment, for other enquiries patients should call after 9. Once the website is running and calls are being taken by other departments we will re-assess the phone system to see if we do need an upgrade.

The group asked how we intend to advertise the website to patients so they are aware we have one.

Action: BJ will communicate this via waiting room posters, information in Practice Leaflet, prescription counterfoils and encourage patients to tell friends and family, BJ will feed back to the group.

On the whole it was felt that all the staff at Twickenham Park Surgery are helpful, professional and friendly but communication with patients re access needs to be reviewed and discussed again at a later PPG meeting.

Action: This will be communicated to reception staff and reviewed again at a later date.

The Practices triage system was discussed, KM shared that from documented evidence that about 60% of triage patients did not need an appointment and could be helped on the telephone. BJ has found from experience that 90% of patients could be managed as a telephone consultation.

Action: BJ is trialling a new triage system where one Dr only triages for one hour each day, he hopes to find that this, combined with more telephone consultations should give more patients access to a Doctor. BJ will feed back to the group at the next meeting.

Developments in the Local Health Service:

An update was given regarding the developments within the local health service. From 31st March 2013 the PCT will be disbanded, to be replaced with a clinical care commissioning group CCG. A link to more information is at the end of these minutes. The purpose of this group is to monitor what type of services are in more demand in our area, they will analyse our use of services and focus on these to ensure we can meet demand. This will enable GP's to influence the local health economy in our specific areas of need.

KM explained how one of the aims of the group is to enable patients to be cared for in their community and in their own homes for as long as possible, this may mean that some hospital services will move from hospitals in to the GP surgeries and Chemists.

Quality of practice at Twickenham park surgery:

The group felt the quality of care at the surgery was of a high quality and no concerns were raised. We will review this again once the results of our Patient Survey have been collected.

Date of next meeting: Monday 28th January 2013

References and Links:

<http://www.southwestlondon.nhs.uk/About/NHSRichmond/Pages/default.aspx>