

MOORE STREET SURGERY
AGENDA PATIENT PARTICIPATION GROUP MEETING
MARCH 2013

Page 2 – Moore Street update.

Page 3 – Patient Survey and results.

Page 4 – Minutes of last meeting.

Present:

Apologies:

Moore Street Update

- Dr McCormick Retiring.
- Dr Murphy Leaving For Pastures New.
- NHS 111

PATIENT SURVEY

In order to find out the views of the patients a survey was sent out to 60 patients:

The following areas were suggested for questions;

- What services are provided at the surgery?
- How clean the surgery is?
- How satisfied patients are at the appointment system?
- How long patients have to wait to be seen with a booked appointment?
- Are there services that patients would like to have available at the surgery?

Findings:

Only 17 patients returned there surveys.

Most the 17 patients knew what services we have at the surgery.

16 of the patients thought the surgery was clean to very clean.

10 patients were very happy with the appointment system and 5 fairly happy and 2 patients weren't happy at all with the system.

Most of the patients 11 only had a 5-15min wait to be seen, 4 were seen on time and 2 patients had 15-30 minutes wait.

Suggestions on services and improvements to services:

Chiropody and physio were mentioned for services that could be done at the surgery.

One patient asked for improvement of the open access if possible but not sure how we would be able to do that here.

Minutes last meeting held:

Moore St Patient Participation group on 24/8/12

Firstly we discussed if the group felt the new messages on the notice board area clearer and they agreed they are but still some old small print messages present for a long time and not likely to be read.

Actioned.

Then we discussed if any issues and it was raised that when the surgery is quiet it's easy to hear what's being said at reception.

Dr Murphy unclear but it appears we no longer get tapes of health advice for the TV. The sound helps drown out chat at reception.

It was asked if normal TV could be provided but the TV has no ariel. Is a licence required?

It was agreed that the window facing seating in reception should remain shut unless being used.

The practice does need a special licence. We have a new dvd player, but unfortunately the health channel dvds are no longer sent out to practices. The side window is now kept shut. Will get quotes for new windows for the reception front area.

We discussed access briefly and patient x had an appointment yesterday but no text reminder. He had recently given his phone number to staff. At the end checked and no telephone number on the system. Updated.

Text service seems to be running quite well and we have over 40% of the patients using the service now.

We discussed open access at length. It was felt reasonable to have a form of words indicating for recent important issues of concern. It was noted that some patients became confused by others coming in with appointments and being seen quickly. This caused them to complain about queue jumping whilst others kept asking how many patients in front. How to improve? Need to give more information. The surgery to discuss. We also discussed the varied types of problems presenting in open access and the need to see if at times a telephone consult might suffice.

Notice up explaining criteria for open access patients. Doctors now have 3 telephone consultations available at the end of there surgery's.