

**DRS SHAMSEE, WARD, WILDING & ASSOCIATES**  
**Slaithwaite Health Centre**  
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**Minutes of Patient Participation Group Meeting**

**18<sup>th</sup> December 2012**

**Attendees:** Dr James Ward (GP Partner), Kelda Childs (Operational Manager), Andrea Gregory, Ann Middleton, Robert Bamforth.

**Minutes of previous meeting**

The minutes of the last meeting on 4<sup>th</sup> October 2012 were unanimously approved.

**Patient survey**

Dr Ward revealed the draft survey, the purpose of which is to find out what patients feel about the Practice and what they think is relevant to it. The content of the survey is non-prescriptive, i.e. it is entirely up to the group what they want to put in it. However, comments were made as to whether the group is the best qualified to ask questions and to produce the questionnaire. The participants were asked for their thoughts on the draft survey. The first section of the questionnaire focuses on appointments.

Dr Ward explained what a Nurse Practitioner's role entails. A Nurse Practitioner holds an additional masters degree and can diagnose conditions and prescribe medications. They have been employed very successfully for some time at Oaklands in Holmfirth. At Slaithwaite we have Nicola Bagshaw who works 3 sessions per week. Question 7 of the survey is aimed at gauging what patient think about seeing a Nurse Practitioner instead of a GP. Are people happy to do this and under what circumstances? It was suggested that the question needs breaking down to get more useful results. We need to ask questions that we can act on to improve the service we provide.

Changes were suggested for Question 12. It was agreed that the wording should be 'did you *feel* inconvenienced by your wait?', rather than 'were you inconvenienced?'. It was decided to omit Question 13, relating to home visits and to pursue this area as a separate project altogether. One question on the subject felt like a token gesture.

Some of the proposed questions were deemed a bit closed in nature, with simple yes and no answers. It was felt that they required a re-think as they don't illicit enough information to help change services for the better. A suggestion was made to put in a completely open comments box.

The group recognised that there would be a cohort of patients who may not be able to complete the questionnaire, i.e. patients with learning or physical disabilities. Ideas on how to capture responses from these patients were invited. It was suggested that we could specifically target these patients and ask them to ask a carer or a member of staff to capture their responses. Black and white copies were deemed unacceptable for patients with Dyslexia. It was agreed that other colour formats could be produced.

It was proposed that the survey include a question about what services patients would like to see being commissioned in the future. Are there any particular services people would like to see being developed? It was also recommended that a question be included relating to feelings about integrating Oaklands and Slaithwaite more in the future. This would be done to increase efficiency, i.e. having the one GP on-call across both sites. A list of services that might be amalgamated was preferred. Patients could then decide which would be acceptable and which would not.

Dr Ward will make the necessary amendments to the survey before it is carried out from January. He will report the results back to the group in March.

#### **QOF results website**

Kelda gave details of a website from The Health and Social Care Information Centre which details the surgery's QOF (Quality and Outcomes Framework) results and is accessible by the general public:

[www.qof.ic.nhs.uk](http://www.qof.ic.nhs.uk)

Searches will compare your local GP practice against other GP practices in the local area and the national results across England.

The online database also provides easy access to comprehensive information on the care of common chronic diseases such as asthma, diabetes and coronary heart disease.

#### **Date of next meeting**

Anticipated to be sometime in March 2013 (details will follow nearer the time).