

DRS SHAMSEE, WARD, WILDING & ASSOCIATES

**Slaithwaite Health Centre
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Minutes of Patient Participation Group Meeting

21st March 2013 @ 7.00pm

Attendees: Dr James Ward (GP Partner), Kelda Childs (Operational Manager), Vilma Oreniss, Andrea Gregory, Kevin Souter, Ann Middleton and Robert Bamforth.

Minutes of previous meeting: The minutes of the last meeting on 18th December 2012 were unanimously approved.

Patient survey results: The response to this year's patient survey was relatively poor with only 55 surveys returned. This begs the question on how to increase responses in the future. Surveys were made available on the website and in the waiting area. Should the Practice be more proactive in handing out the surveys next year? This year's results are now published on the website at www.slaithwaitehealthcentre.co.uk.

Dr Ward went through the results of the survey with those present at the meeting. The main points to note were:

- The responses to Questions 3 & 4, relating to accessibility of appointments, were a little disappointing. In particular, only 83% of those surveyed said they were able to see a doctor on the same day or within 2 weekdays that the surgery was open. Dr Ward would like to see this response increased to 90% or more in the future.
- Regarding Question 7, 86% of those surveyed were happy to see a Nurse Practitioner if a doctor is not available. This is very encouraging. The Practice is hopeful that it can increase the Nurse Practitioner capacity, in addition to the cover already provided by GPs and, subsequently, improve the accessibility to appointments as discussed above.
- The survey showed that our text messaging service for appointment reminders is well utilised. 81.5% responded yes to Question 8, indicating that they are well aware of the service. It was suggested that patients receive a reminder 1 day before their appointment, as well as at the time of booking.
- Questions 11 and 12 related to the time patients have to wait for their appointment once they have arrived at the surgery. When asked how long patients thought it was reasonable to wait, the responses were varied. The group thought it would be a good idea if reception staff were to inform patients if the clinicians were running more than 30 minutes late. Dr Ward suggested that the clinicians include a 20 minute 'catch up' break in their surgeries. He is to approach the doctors to see who is amenable to this.

- Regarding Question 14, 63% of respondents were very satisfied with the opening hours at the surgery. However, some were either quite or very dissatisfied and Dr Ward agreed that this needed addressing. The plan from April is to increase the extended hours provision. Dr Sambrook will be providing a Saturday morning clinic on the first Saturday of the month. This was welcomed as the group felt that it had been difficult to remember the dates for the Saturday morning surgeries in the past. Dr Shutt will provide a late surgery on a Monday evening (6.30pm – 8.00pm) and Dr Ward is to continue his late evening session on a Thursday (6.30pm – 8.00pm).
- The survey showed that most people would be happy to recommend the surgery to someone who has just moved into the area (90.4% agreed they would). This is again very encouraging.

Diabetic clinic: Dr Ward informed the group that Dr Shamsee is hoping to provide a diabetic clinic at Slaithwaite on the last Thursday of the month.

Appointment System: Dr Ward informed everyone present that there have been some alterations to the appointment system in the last couple of months. The GP on call on a particular day will have their appointments embargoed for release only on that day. They will, therefore, have a full day of bookable appointments to be used for acute illness and emergencies arising on that day. When not on call the GPs appointments are free to book in advance for routine, non-acute problems.

There being no further issues, the meeting closed at 8.30pm.

Time and date of the next meeting TBA, but anticipated to be in June 2013.