

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

1st March 2012

Attendees: Dr James Ward, Debra Whitehead, Kelda Childs, Andrea Gregory, Ann Middleton, Kevin Souter.

- **The results of the patient survey are now in and were discussed in detail**

General Observations

Majority of survey responses were completed in surgery or returned via post. Only 20% were completed from the website. There were more female responses than male, with a reasonable spread across ages. 93% were either very or fairly satisfied with the surgery. Only 1 person was dissatisfied, but left a comment as to why.

Blood/X-ray Results

>60% of patients surveyed had had a blood test in the last 6 months. 25% of these did not know the result; therefore, 25% are assuming 'no news is good news'. Of those who had had X-rays, 30% did not know the result. From the survey the most acceptable method of obtaining results was from the GP. The least favoured method was from the receptionist.

'No news is good news' appears to be ok for most people, but some people actually do want to know the result, even if normal. How can this be managed? It was suggested that a text message be sent to consenting patients, i.e. 'the result of your recent blood test is normal'. Dr Ward agreed text messaging would be an area to explore, but noted there could be issues of confidentiality.

It was also suggested that a form be given to the patient when they come for their test to ask whether they want to know if a result is normal. It would also ask how the patient would prefer to receive the result, i.e. via text/email. The patient's preferences could then be entered on screen for future results.

Information

A suggestion was made in the survey that patients could get advice from a GP online. Dr Ward agreed that this could be feasible and could potentially save patients having to come in for a physical appointment. It could save both patient and GP time.

Slaithwaite's website is to be redesigned in line with that of Oaklands Health Centre. Patients would like to see the surgery opening hours and GP's specialist interests on there. PPG members will be offered the opportunity to view the new website and share their thoughts before it goes live.

From the survey, text messaging and emails scored very highly as preferred sources of obtaining information. The television in the waiting room also scored highly. It was suggested that a newsletter be produced for viewing on the TV or from a link on the website.

Appointments

Dr Ward noted that telephone triaging has its problems. Some people are simply not good at talking on the phone. Most patients perceive triaging as a barrier to getting an appointment. In reality it cuts down on unnecessary appointments and can save patient and GP time. The difficulty is making telephone triage adjunct to surgeries. Online appointment booking was suggested as a possibility for the future.

It was asked why the Saturday morning clinics can't be held on the 1st and 3rd Saturday of the month. Dr Ward explained that to fulfil contractual agreements the surgery needs to offer regular extended hours. In this case, regular being every other Saturday. It was also asked why the Saturday clinic is not a drop-in, emergency clinic. Dr Ward explained that an out of hours, emergency service is provided elsewhere. Booked appointments are provided on a Saturday morning to increase availability for those who cannot make it at any other time during the week. The dates of Saturday clinics are to be advertised on the website and waiting room TV.

- **Other News**

Dr Morton has been offered a Partnership at Elmwood Health Centre in Holmfirth, starting in October.

Dr Wilding is to take a 12 month sabbatical from clinical work, from April, to focus on commissioning.

Drs Shutt, Ward, Shamsee and Sambrook will provide additional services.

- **Next Meeting**

Date of next meeting to be confirmed. Participants will be informed in due course.