

NEW HALL SURGERY PATIENT GROUP MEETING WEDNESDAY 18th JANUARY 2012, 18:00 – 19:40

Attendees: H McAteer, 8 patient attendees not recorded for reasons of confidentiality

Apologies: 2 patient apologies received, not recorded for reasons of confidentiality

		ACTION
1	H McAteer thanked the group members for attending and apologised for J Mudd's absence	
2	One group member had apologised for not being able to attend, but sent the message that she thought the telephone system "marvellous!"	
3	<p>HMc introduced the meeting by saying that she had received the Patient Satisfaction Survey results only the previous day and would like to feed back the results to the group.</p> <p>We had also previously agreed that HMc would feed back a sample of anonymised complaints and compliments to the group, for them to get an idea of the sorts of issues routinely dealt with. These 2 issues would take up the rest of the meeting and it was agreed to concentrate on these 2 areas for this meeting.</p>	
4	<p>Patient Survey Results 2011 – 2012:</p> <ol style="list-style-type: none"> 1. HMc explained that results could be shown in 2 ways:- <ul style="list-style-type: none"> ○ By showing New Hall Surgery compared to ALL PARTICIPATING PRACTICES IN THE UK, or ○ By showing New Hall Surgery compared to SIMILARLY SIZED PRACTICES IN THE UK <p>The poster provided shows the latter, so HMc went through New Hall Surgery's results compared to similarly sized practices in the UK.</p> 2. Practice Survey Results were analysed as were the comments left by patients on the surveys. These analyses will be used as a starting point for the improvement plan of action 3. The survey results will be posted on the practice website www.newhallsurgery.co.uk 4. Once the group members have heard the results, we will discuss what they believe needs to be done and agree an improvement plan of action. Surgery staff will also have the opportunity to hear the results and also contribute to the plan of action 5. Once agreed, the plan will also be posted onto the surgery website and progress monitored against the actions <p>RESULTS SUMMARY:</p> <ul style="list-style-type: none"> • As the poster indicated, there were no huge differences between New Hall Surgery and similarly sized practices within the UK <ul style="list-style-type: none"> ○ We did best at: <ul style="list-style-type: none"> ▪ Opening hours ▪ Seeing a practitioner within 48hrs ▪ Being able to speak to a practitioner on the phone ▪ The comfort of the waiting room ▪ Information provided on services ▪ Managing complaints and compliments ▪ Helping patients prevent illness ○ We did less well at: <ul style="list-style-type: none"> ▪ About the doctor <ul style="list-style-type: none"> • Satisfaction with visit • Warmth of greeting • Doctor's ability to listen • Patient able to express concerns/fears • Respect shown by the doctor • Ability to care for self after visit <p>None of these final points were very low scores but were disappointing and there is obviously</p>	

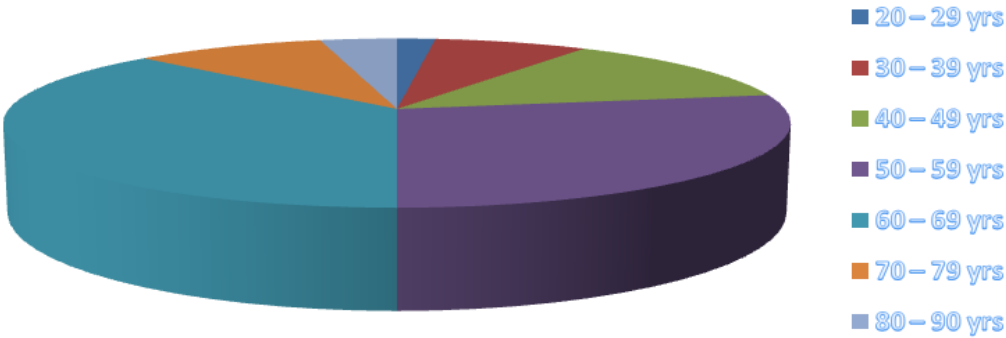
some work to do there. Discussion within the group suggested that there may be pressure on the doctor's time and more junior doctors within the practice, which might account for the lower scores. HMc said that the doctors intended discussing these areas with a view to agreeing how to make improvements.

PATIENT COMMENTS:

- 54 people responded with very positive feedback.
Themes among these responses included praise for the doctor call back system, the manners and skill of the doctors and staff and the level of care and respect afforded to patients
- 23 people responded with negative comments
Many of these relate to the doctor call back system, particularly that it is inconvenient for them and that the telephone lines are often very busy
- A number of people made recommendations for improving the level of service offered by New Hall Surgery
- A selection of respondents made suggestions regarding appointment access; people expressed a wish to be seen by the same doctor or nurse more consistently, there was also a desire to be able to book an appointment with a doctor of choice, and for more appointments outside normal working hours i.e. another late evening surgery
- A number of respondents commented that appointment time keeping could be improved
- A strong theme of recommendations was to improve the confidentiality in the reception area although there were no suggestions on how this could be done within the existing layout
- Other recommendations include the implementation of weekly 'healthy clinics' and promotion of free, local exercise and activity groups, perhaps even running some from the surgery

5 HMc asked the group to consider suggestions for improvements based on the survey findings. The following actions were agreed:-

	Action:	By:
1	Openness – System to be designed allowing patients to be invited to send their comments on the practice via the website. Appropriate comments would be posted onto the website and could educate future practice plans	End Apr 2012
2	Work with doctors in the practice to identify areas of improvement for questions "About the Practitioner" where areas fall in the lowest 25% of all means	End Apr 2012
3	Consider ways of improving the times patients are kept waiting for appointments with both doctors and nurses	End Apr 2012
4	Investigate ways to improve patient confidentiality at the front desk	End Oct 2012
5	Seek to improve patient access via existing telephone system	On-going monitoring
6	Initiate patient education programmes to ensure that patients are fully aware of healthy lifestyle programmes and exercise opportunities within the practice area	End Feb 2012
7	Educate patients in various ways about the appointment system, type of doctors and nurses within the practice and who they are able to help	End Mar 2012
8	Investigate how we can help working people who cannot take or make phone calls during work times. Investigate how to tailor the appointment system for this group without showing favouritism over other patients making appointments. The concept of all patients being shown equality when making appointments was important to the group	End May 2012

	<p>Progress against this action plan will be posted periodically on the practice website</p>																
6	<p>COMPLIMENTS AND COMPLAINTS FEEDBACK: HMc talked the group through a selection of anonymised patient compliments and complaints, acknowledging that some appeared frivolous, while some were very serious. HMc reported that, generally, New Hall Surgery receives at least three times as many letters of thanks and compliments as complaints. The surgery complies with the NHS complaints policy. The group found the summary interesting, but showed frustration at some of the issues complained about. It was agreed that patient education was an important part of the plan we had just agreed. One particular comment made by a group member was “you can’t have choice and have an urgent need or emergency at the same time!”.</p>																
	<p>ADDENDUM TO MEETING: At previous meetings it has been discussed that the Patient Group is not representative of the practice patients, particularly from an age viewpoint. To improve this, a virtual group has been set up with the following age structure. Development of this group will continue. The younger age range will be approached through the Teenage Health Clinic for their opinions, as setting up a younger persons’ group has proved impossible.</p> <div data-bbox="135 784 1209 1422" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">New Hall Surgery Virtual Patient Group by Age:</p>  <table border="1" data-bbox="1021 936 1182 1272"> <thead> <tr> <th>Age Range</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>20 – 29 yrs</td> <td>Blue</td> </tr> <tr> <td>30 – 39 yrs</td> <td>Red</td> </tr> <tr> <td>40 – 49 yrs</td> <td>Green</td> </tr> <tr> <td>50 – 59 yrs</td> <td>Purple</td> </tr> <tr> <td>60 – 69 yrs</td> <td>Teal</td> </tr> <tr> <td>70 – 79 yrs</td> <td>Orange</td> </tr> <tr> <td>80 – 90 yrs</td> <td>Light Blue</td> </tr> </tbody> </table> </div>	Age Range	Color	20 – 29 yrs	Blue	30 – 39 yrs	Red	40 – 49 yrs	Green	50 – 59 yrs	Purple	60 – 69 yrs	Teal	70 – 79 yrs	Orange	80 – 90 yrs	Light Blue
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7	<p>ADDENDUM TO MEETING:</p> <ul style="list-style-type: none"> Practice staff were updated on the Practice Survey results on January 25th. The practice plan of action was amended slightly to incorporate their suggestions, but overall they fully agreed with the Patient Group’s plan of action 																
8	<p>Please note dates for this year’s meetings, all at 1800 – 1900hrs, below:- Wed 9th May 2012 Wed 26th September 2012 Wed 5th December 2012 Annual meeting to discuss complaints/compliments etc to be held in January 2013 – date to be set at later date</p>																

For your records please note that Jayne Mudd’s email address has changed, it is now jayne.mudd@nhs.net .