

Village Green Surgery
Meeting to Discuss 2013 Patient Reference Group Survey results
14 January 2014 - 11.30am

Attendance

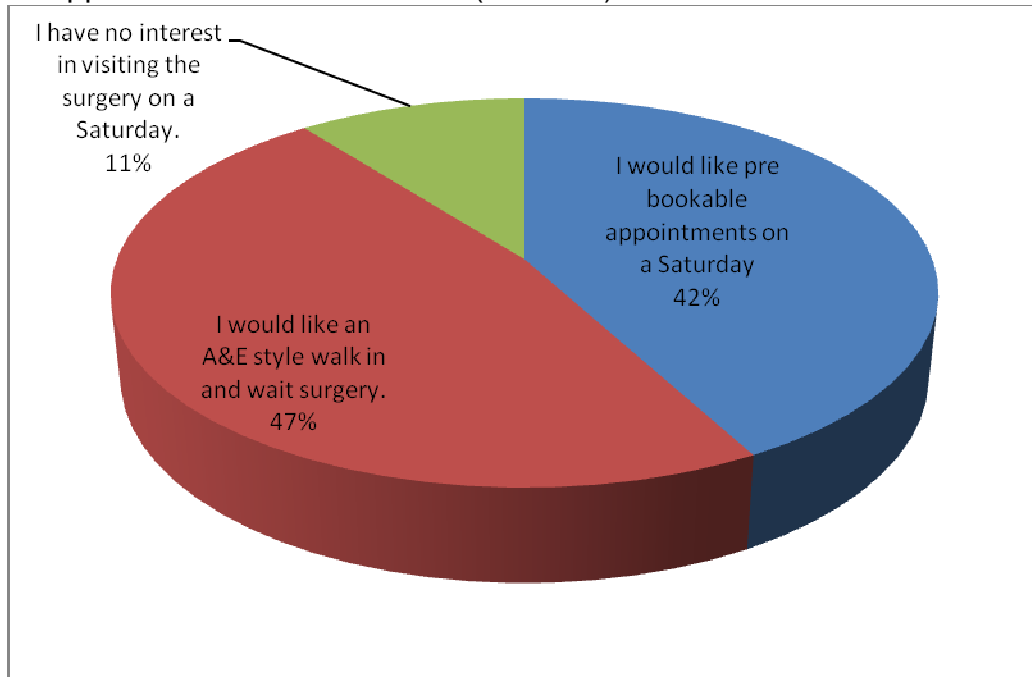
Dr Jane Riddle
Dr Mark Westwood
Dr Aliya Soomro
Dr Natalie Metcalfe
Mrs Paula Davis
Ms Beverley Suddick

Dr Alasdair Wallace
Dr Peter Olley
Dr Simone Nagiah
Dr Lisa Warren
Mr Philip Horsfield
Mrs Christine Bunton

Patient Reference Group Survey Action Plan

The results of the last PRG online survey were discussed and actions agreed as follows:

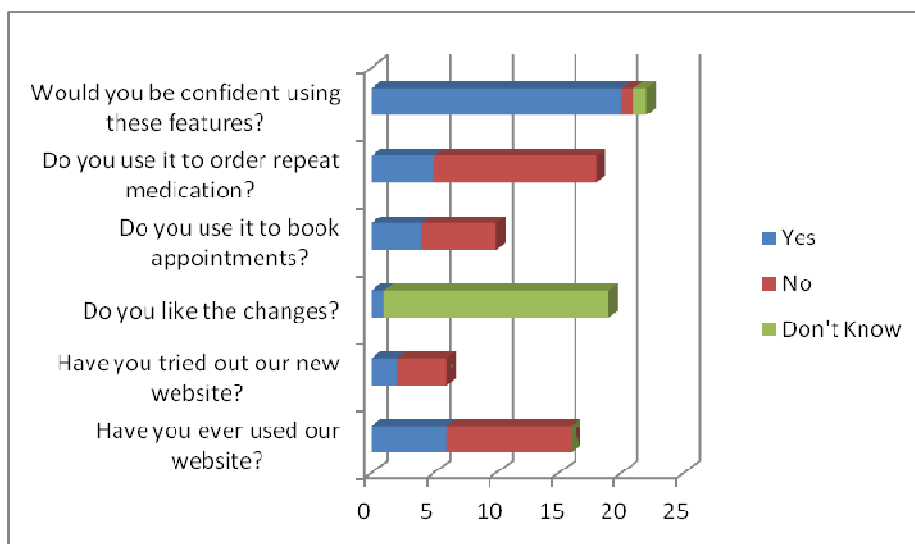
1. If funding can be found to set up Saturday surgeries, would patients want pre bookable appointments or walk in ones (like A&E)?



Response of meeting: We will take these views into account when the opportunity arises for funding to run GP surgeries at the weekend. Clearly there needs to be a 50/50 mix of “walk-in” appointments and pre-bookable appointments.

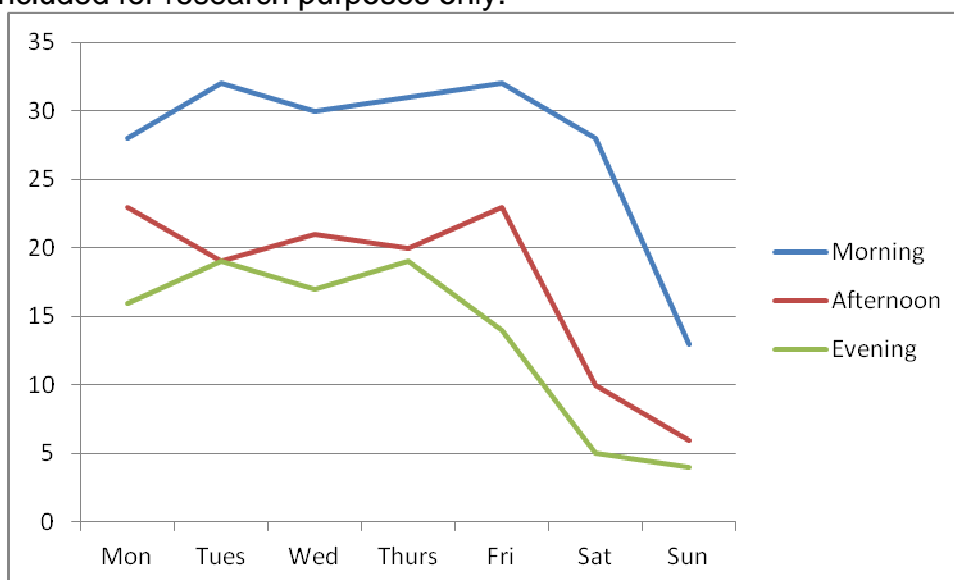
2. We have recently upgraded our website. Questions asked as follows:

- Have you ever used our website?
- Have you tried out our new website?
- Do you like the changes?
- Do you use it to book appointments?
- Do you use it to order repeat medication?
- Would you be confident using these features?



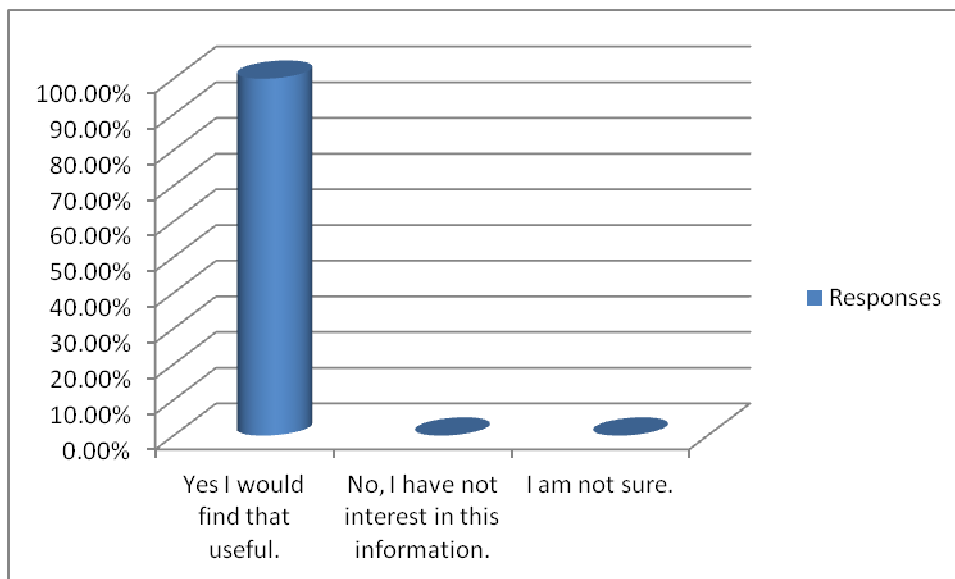
Response of meeting: We will work harder to advertise the website and its functions, and encourage more patients to access our services via this portal. A link to the website is to be sent out to the Patient Reference Group for them to try it out and hopefully champion it to other patients. Wallsend Library to be contacted to see if they will allow patients who do not have internet access at home to use their computers.

3. Please tell us your preferred times of the week to visit the surgery for a pre-booked appointment. Please tick as many options as you wish. Weekends have been included for research purposes only.



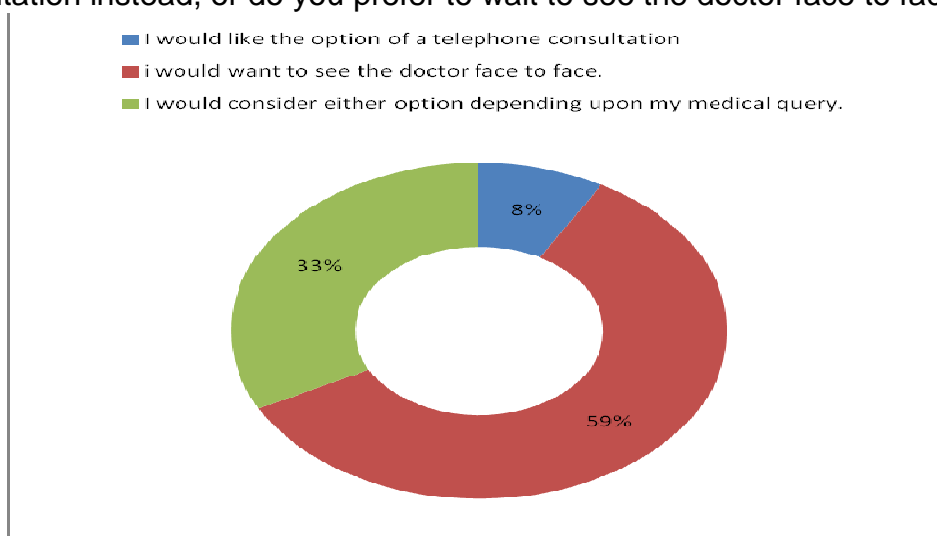
Response of meeting: We will make more appointments available at the most popular times. Early mornings are popular with working patients, as are evening surgeries. If and when we open on a Saturday clearly the morning is by far the most popular option. Nobody seems to want appointments on a Sunday – noted.

4. When doctors are running late would you like to know when you check in?



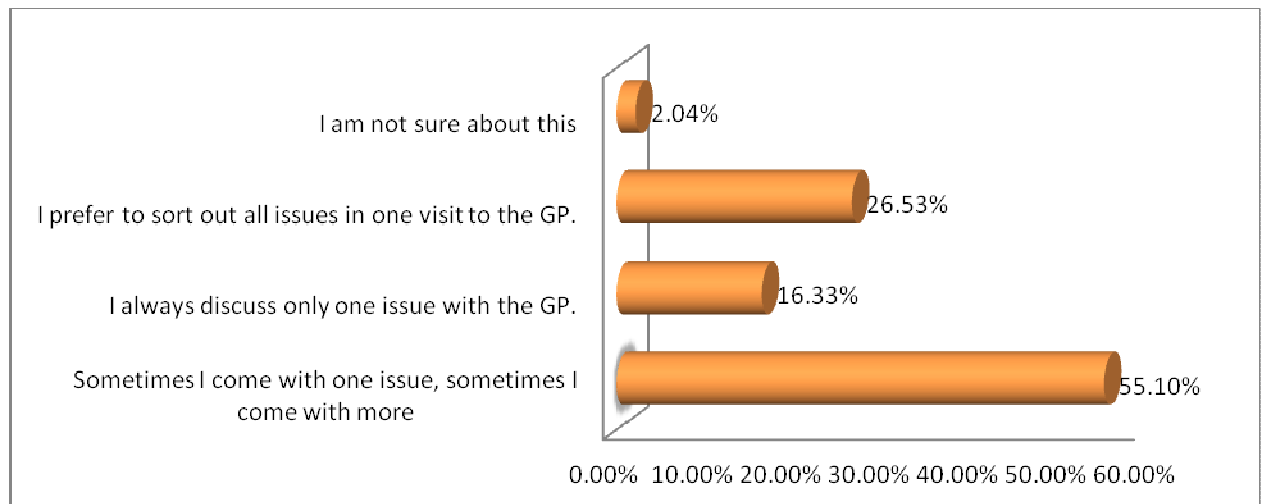
Response of meeting: The Automated Patient Check In System will be updated with a message which automatically lets everyone know how late the GP is running.

5. If a GP is running late when you arrive, would you prefer the option of a telephone consultation instead, or do you prefer to wait to see the doctor face to face?



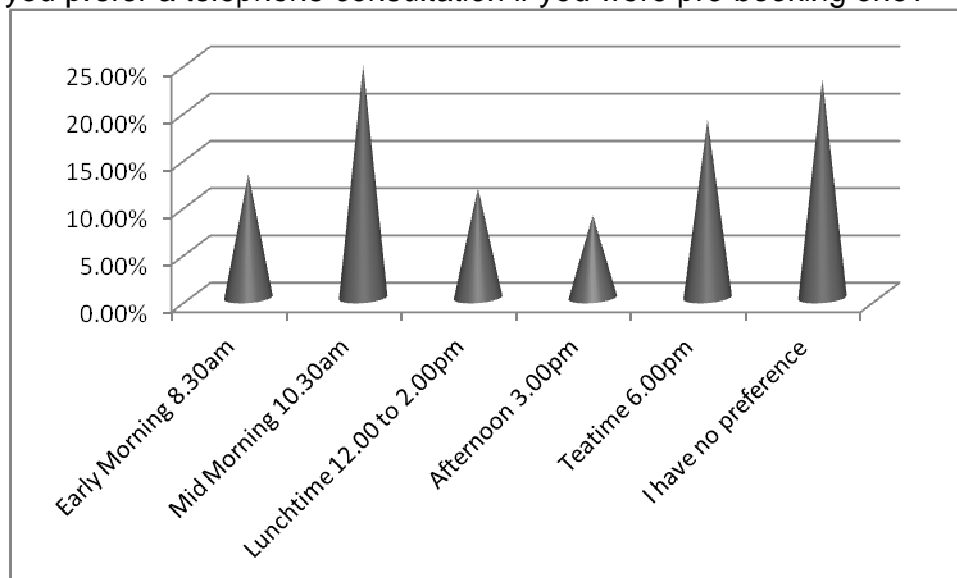
Response of meeting: There is no single option which suits everyone. Therefore, we will offer choices to all patients when the GP is running late. We will advertise that if the patient wishes, and it suits their medical needs, they may opt to convert their appointment to a telephone consultation, and the GP will ring them back at a mutually suitable time.

6. How do you prefer to consult your GP? Do you come each time you have an issue, or do you prefer to address everything with a “one stop shop”?



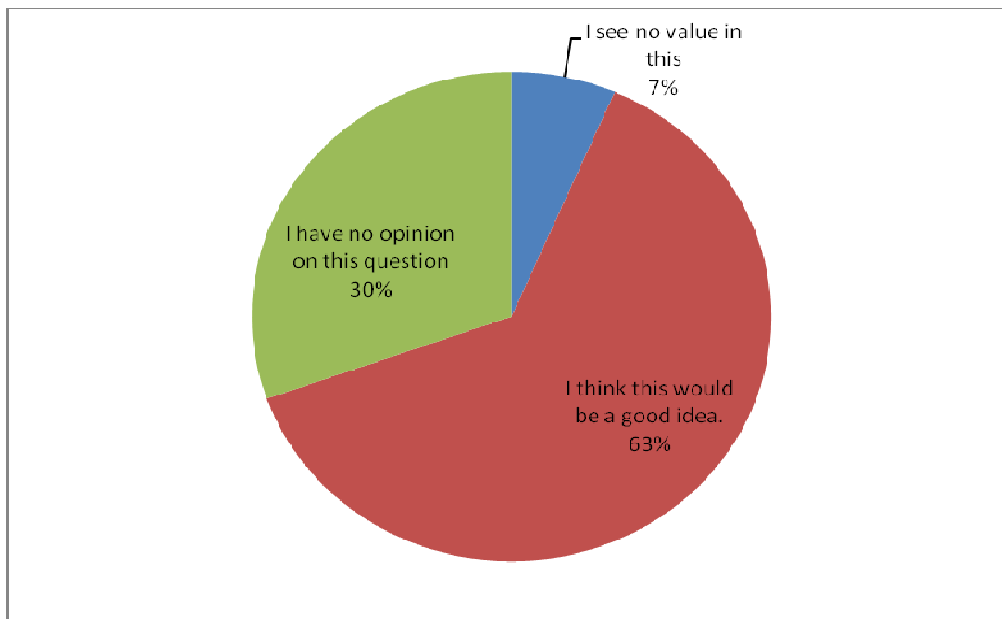
Response of meeting: GP appointments are ten minutes long. Only 16% of the Patient Reference Group discuss a single issue in their consultations, so for everyone else fitting everything in is an issue. Catch-up slots will be added to more surgeries, to try and minimise over-runs.

7. We offer telephone consultations every day, but they are often unused. What time would you prefer a telephone consultation if you were pre-booking one?



Response of meeting: The two most preferred times for telephone consultations are mid morning and late afternoon (teatime). The reception team will be instructed to book late afternoon telephone consultations into GP surgeries.

8. The surgery deals with complaints in line with mandatory NHS procedures. However, we are keen to recognise team members who have provided excellent service as well. How should we do this, and would patients want to participate?



Response of meeting: We will look at creating a simple system for patients to let us know if someone has offered exceptional service.