

**Village Green Surgery**  
**Monthly Business Meeting**

13 March 2012  
11.30am to 12.30pm

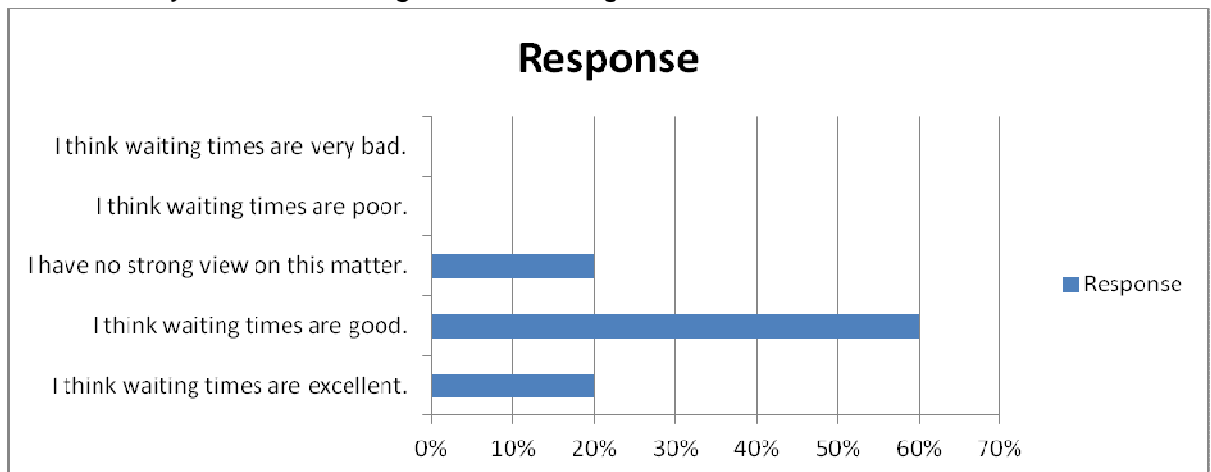
**Attendance**

Dr Stephen Blair  
Dr Mark Westwood  
Dr Peter Olley  
Dr Ruth Evans  
Dr Alasdair Wallace  
Dr Pipin Singh  
Dr Prajwal Das  
Mr Philip Horsfield  
Ms Beverley Suddick  
Mrs Christine Bunton  
Mrs Paula Davis

**Patient Reference Group Survey Action Plan**

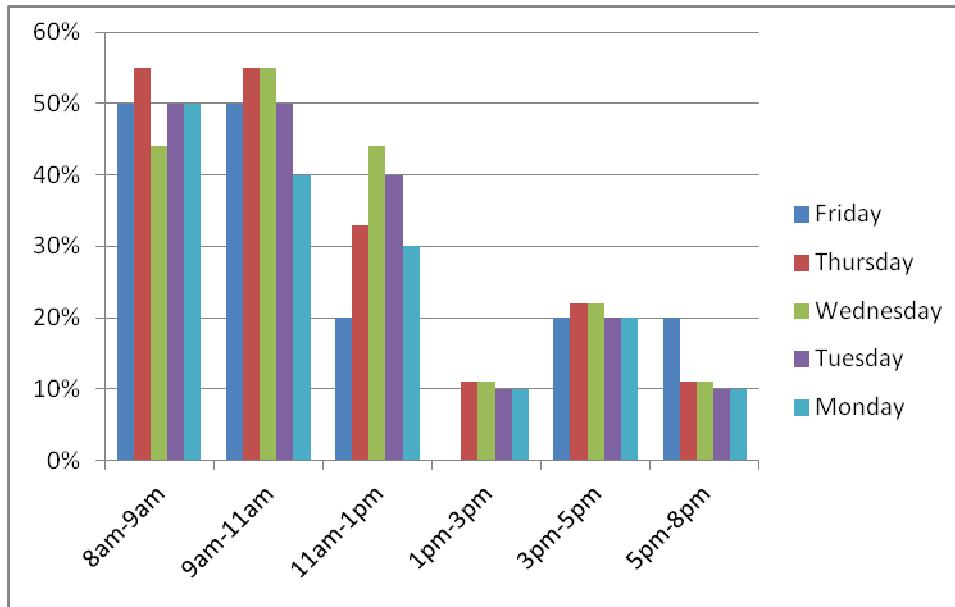
The results of the last PRG online survey were discussed and actions agreed as follows:

1. **Waiting time in the surgery.** The practice has recently altered the timings of surgeries to try and reduce late running by GP's at busy times. The PRG was asked if they think the changes are working.



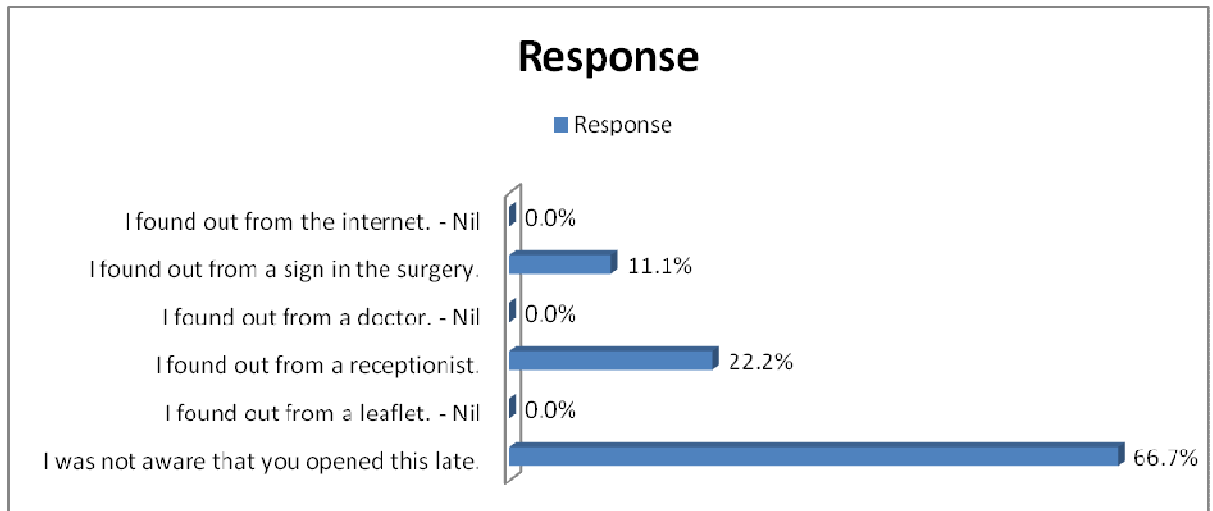
**Response of meeting: No further action required at present, recent changes seem to have been well received by the patients surveyed. However, we will continue to monitor this as an ongoing item.**

2. **Satisfaction with Availability of Appointments.** The practice now offers numerous late night surgeries, so the PRG was asked when they find most convenient to attend the surgery. A range of options throughout the day was be considered.



**Response of the meeting:** There was surprise at the outcome of the survey, particularly the preference for early mornings and a distinct lack of interest in evening surgeries. The meeting agreed to review the current “extended hours” provision with a view to possibly reducing the number of late night surgeries and increasing the number of slots available prior to 8.30am. Most GPs at the meeting expressed a preference for early surgeries as opposed to late nights.

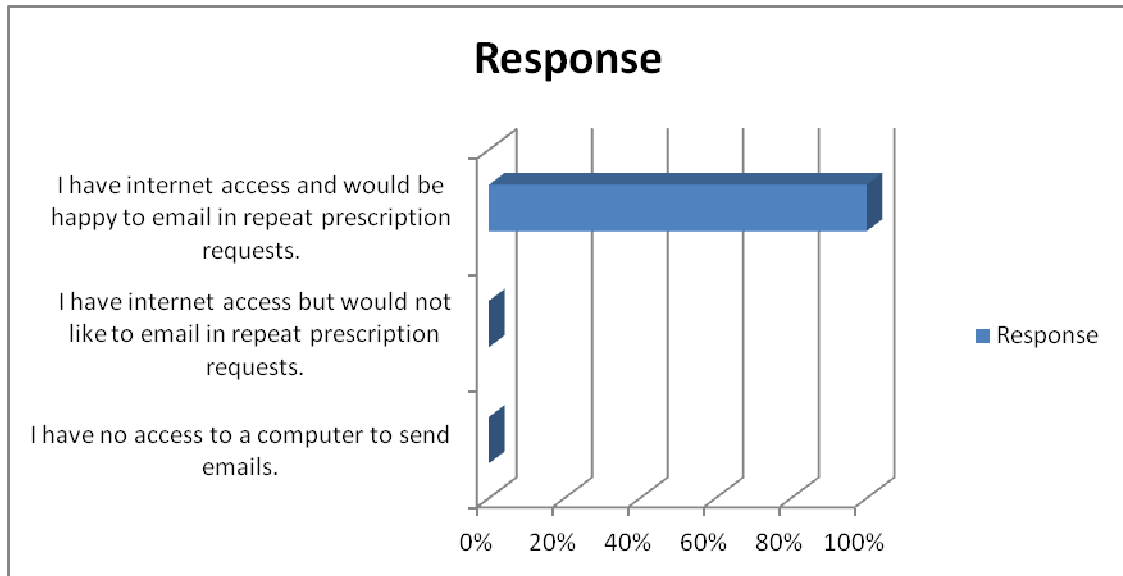
3. **Late Night Surgeries.** The PRG was asked how successful we have been at communicating the availability of these surgeries, and if not how we can improve our communication.



**Response of the meeting: The meeting agreed the following action.**  
**There is to be more advertising of the appointment times available**

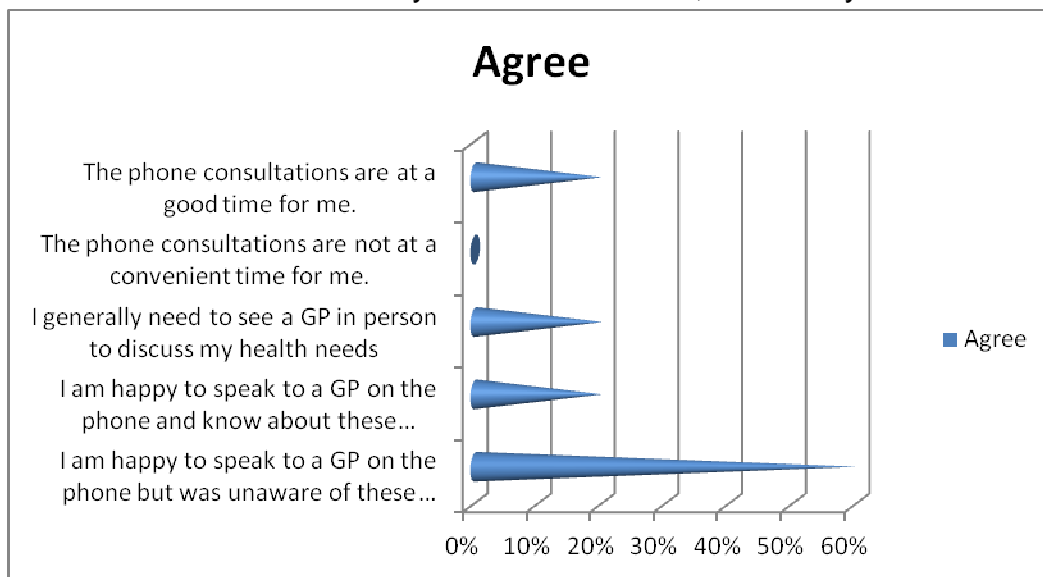
- **On our proposed leaflet which will be delivered door to door**
- **On the improved website**
- **More signs in the building highlighting opening hours**
- **A sign on the street? Subject to planning restrictions.**

4. **Telephone Access.** The greater use of email may help with telephone access, as hiring extra staff is not an economic solution. The PRG was asked whether they would consider using email to order repeat prescriptions, and whether they use the internet to book appointments.



**Response of the meeting: The current patient email inbox will be utilised to accept prescription requests. Team Pharmacy will be supplied with a set of template responses to send to all patients who email in requests. BS expressed concern that if the service became popular that it might be necessary to dedicate a specific time of the day when the prescription line phone would not be answered whilst staff worked through the emails processing requests. This matter will be kept under review as the service develops.**

5. **Speaking to a GP on the Phone.** The low satisfaction on this issue was a surprise, as we have numerous spare telephone consultations every day. The PRG was asked whether they are aware of them, and if they would use them.



**Response of the meeting: The meeting agreed to review the whole concept of telephone consultations. A review of the effectiveness of them will be done and changes suggested to a partners meeting. There was agreement that five minute slots for phone consultations were not long enough. Also some GPs get more work than others. CB will audit the telephone consultation usage for the last month.**

6. **Would people recommend us to their family and friends?** The PRG was to be asked this question and given the opportunity to comment on both GPs and Admin staff.

**Responses:**

*Of Course as I have always has excellent service from this practice and have complete faith in the G.P.s*

*Yes. Good doctors.*

*Yes I would, generally receive a good service.*

*Yes. My wife changed to the Village Green from Portugal Place.*

*Yes I would recommend to friends and family.*

*Yes*

*Yes*

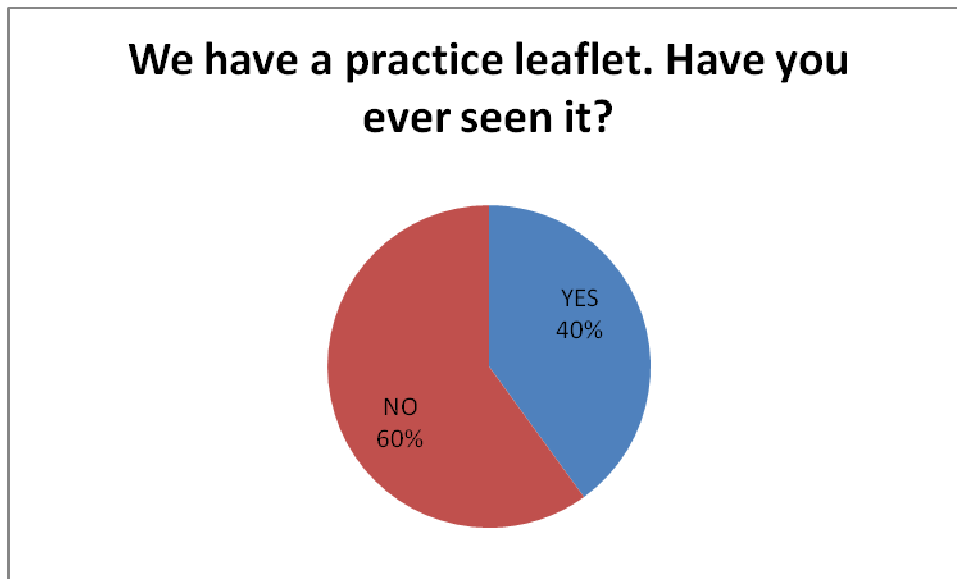
*I most definitely would. I have consistently found that the service offered is excellent and the vast majority of the doctors I have seen have dealt with my conditions and concerns with understanding and professionalism.*

*Yes. I have found the staff very friendly and helpful*

*Yes I would recommend your surgery as I find all of the staff professional, caring and helpful.*

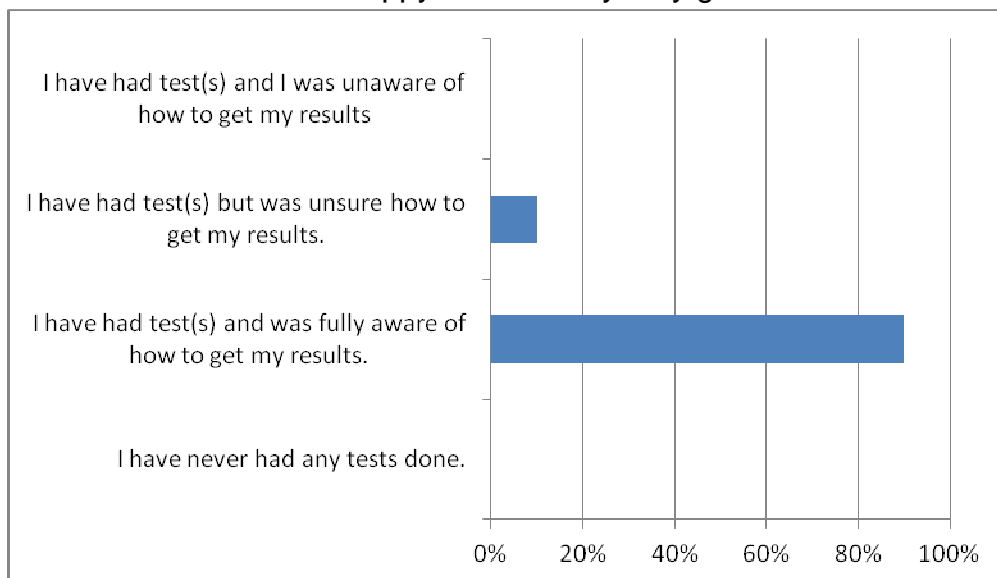
**Response of the meeting: The meeting was delighted to receive this very positive feedback**

7. **Practice Leaflet.** Are the PRG members aware of it, and what would they like to see on it?



**Response of the meeting:** There is a new leaflet being developed at present, and the feedback from the group will feed into the content of the new document.

8. **Test Results.** In relation to general satisfaction with our services, the PRG was asked whether it is happy with the way they get results from us.



**Response of the meeting:** The meeting was pleased to note that patients are happy with the current system. No changes will be made.

9. **General Comments.** The survey to the PRG had a comment section for general comments and suggestions.

**Responses**

*Your newsletter is generally quite good. I think it should also be available on the practice website (if it isn't already) and maybe you should consider having a mailing list to send it to patients electronically.*

*I have had problems using the on line appointments so don't bother any more. I would like that service to be more reliable and possibly have more appointments available.*

*Question 5 - Telephone consultations are a good thing but not of any use to deaf or severely hard of hearing patients. Could MSN be considered in these cases?*

*I'm not sure what time span is allocated for a doctor's appointment (is it 10 mins?), but perhaps it could be increased slightly (to say, 15 mins), so that waiting times could be reduced.*

*Not a major issue, but if the surgery intends to continue with the Staff Photograph board, it should be as up to date as practicable. However, I do appreciate the effort it would take to comply.*

**Response of the meeting:**

- **Practice newsletters to be added to the website.**
- **Online appointment provision from software supplier to be monitored ongoing for reliability**
- **GPs were not happy about using an insecure network such as MSN to discuss patient issues.**
- **Waiting times discussed in item 1.**
- **Staff photograph board to be updated. BS will action this.**