

St Vincent Practice
Patient Participation Group Minutes

Thursday 5th December 2013 held at St Vincent Practice

Present:	Dr P Donk	GP
	Mrs Lynne Neal	Practice Manager
	Mrs Ruth Parker	Assistant Practice Manager
	Debbie Wright	Senior Practice Nurse
	Beverly Latti	Senior Receptionist
	Jackie Embley	Senior Receptionist
	JT	Patient
	JB	Patient
	SR	Patient
	WW	Patient
	CB	Patient
	SB	Patient
	AE	Patient
	JB	Patient
	IG	Patient
	PG	Patient

Note Taker: Mrs Ruth Parker

Lynne welcomed all the patients to the meeting & thanked them for taking the time to attend. Lynne explained that the purpose of this meeting was to discuss the results of the patient survey that had been completed to improve the practice.

As a group we discussed the results of each of the questions answered (please see attached).

The results indicated that the majority of patients are not aware of ways to express their opinions, concerns, compliments and complaints. The vast majority were not aware of the patient participation group and what it entailed. The PPG agreed as a practice it would be best to use as many communication methods as possible to promote the fact that we welcome input and feedback from our patients. We will do this by utilising the practice website, prescriptions, notice boards and through our patient participation group. They also felt that the NHS choices website should be promoted and we agreed that we would do this via the patient newsletter and via the website.

Patients felt that were happy to wait to see the GP of their choice, but appreciated that if it was an emergency then they would see any GP. They felt that the opening hours question was fair to the practice and positive. The

results and comments clearly show that patients would appreciate at least another late evening surgery and maybe a Saturday morning. The patients felt that this would be beneficial. As a practice we will look at implementing this.

Patients felt the receptionists should promote the use of the self check in machine for appointments, to free up their time. As a practice we agreed this would be beneficial and we would look at either moving this so that it is clearly in the eye of the patients or have a member of staff educating patients how to use this.

Beverley mentioned to the group that patients are still ringing for results at the busiest times of the day. As a practice we would like at promoting this to patients to enable the phone lines to be free first thing in a morning for patients ringing for emergencies and appointments.

In summary the improving practice questionnaire was carried out to find out where we could make improvements to the service we provide to our patients. The findings have shown that in most areas we are providing an excellent service. The above considerations will be discussed as a practice and implemented where appropriate.

Other items discussed.

A patient asked if the voice on the answer machine could be changed, we agreed to do this.

A patient asked about the DNA of appointments. We explained the procedure in the practice for patients who do not attend their appointments.

We informed the group that we have recently had an inspection from the Care Quality Commission Group. We informed them that the outcomes they chose to assess were all being met by the practice and that the report will be being published on the CQC website. When this is published we will promote this to patients for their perusal.

Lynne asked the group if they would be interested in speakers attending meetings to inform patients of services available. They thought this would be beneficial and they will liaise with Bev and Jackie for topics they would be interested in.

Dr Donk and Lynne gave an update on the closure of Hollybush Health Centre, in that we are still in negotiations with NHS England and as soon as we have any information regarding this we will inform patients.

Next meeting is to be in the New Year. Beverley will contact patients.