

Ashville Medical Practice Patient Reference Group Meeting Minutes 16th of January 2014

16th January 2014

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)
Ruth Nowodny (Practice Administrator)
Patient Reference Group Members (12)

Update on Action Points from last meeting 17th of October 2013

Review Message being printed on repeat prescriptions – Mel thanked the group for bringing this to her attention at the last meeting. Mel informed the members that the message was functionality within the practices computer system and was intended for internal use only, and not to inform a patient when a medication review was due. We are now in the last stages of investigating this matter and how changes can be made so patients are not under the impression a medication review is due thus reducing appointments being booked unnecessary. Action point closed.

Agenda Items Patient Reference Group Meeting 16th January 2014

Practice News

- Dr Campbell is having a baby girl and will be starting maternity leave at end of May – Dr Kouchouk will be working at the practice as a locum to cover maternity leave. It will be his second visit to the practice as he came when Dr Trivedi was on maternity leave.
- Dr Chinnakotla (GP Registrar) will be leaving the practice on 4th February after being with us for 12 months. She is also having a baby and double congratulations as she has now passed her final exams.
- New Registrar – Dr Gilly Ennals will be joining us on the 5th of February and will be with us for 6 months.
- Dr Ainsworth – has passed her exams to be a GP Trainer, therefore hopefully in August will be having another GP Registrar starting with us.
- We have recruited 2 new members of staff Joanne and Charlene who will work on reception and in the administration office. Also on Monday the 20th of January Zoe will be starting with us to work on reception.
- Due to requirements of future service provision we have recruited Andrea as a Health Care Assistant.
- The Phlebotomist role has been made redundant ‘Patient group members wanted to thank Tracey for her work at the practice’.
- CQC – we have not had a visit as yet from CQC, Dr Ainsworth passed the evaluation process to change name of Registered Manager from Dr Trivedi.
- Mel informed the group that we are currently facing the winter pressures and the practice has been extremely busy. We are also only 3 months from year end.
- Steven Wragg – Chairman of Barnsley Hospital will be visiting the practice to spend time with Mel and the doctors to see how things work in general practice.

Patient Satisfaction Survey Results

It was agreed that the results of the satisfaction survey were good without any significant areas that required attention. The Department of Health recommended that 25 surveys were to be completed per 1,000 patients registered at the practice therefore the practice had to complete 262 for our current practice population, and completed more than this.

After discussing the survey we all agreed the main area of improvements were the answers relating to the appointments system. The changes that have been made over the last 2 years have been well received by many of our patients, and the results of the survey in relation to appointments have improved from last year's survey.

It was also agreed that seeing a chosen Dr within 4 working days was an acceptable timescale.

We also discussed that there was the same occurrence as last year in that patients were ticking they got an appointment on the same day or within 1 working day however stated the timescale to be poor or very poor, we wondered if this question had been misunderstood. This is of concern for a number of reasons including the impact on figures.

A member stated at the meeting that it would have been useful to have had comparison figures from the previous year. It was explained that they were not yet available.

These figures are now available and have been added as a post meeting note at the end of the minutes.

The table below shows the percentages with regards to booking an appointment with a Dr of choice or any Dr:

	2013
Booking an appointment with a Dr (very easy and fairly easy were totalled together)	65% easy
Time taken to see a Dr of the patients choice (cumulative totals)	33% same day 41% within 1 working day 55% within 2 working days 64% within 3 working days 66% within 4 working days 88% within 5 working days
How acceptable patients find the timescale of seeing a Dr of choice	72% find the timescale acceptable
Time taken to see any Dr (cumulative totals)	59% same day 72% within 1 working day 81% within 2 working days 88% within 3 working days 90% within 4 working days 97% within 5 working days
How acceptable patients find the timescale of seeing any Dr	86% find the timescale acceptable

No specific actions came out of the discussions of the survey, and appointments will still remain a practice priority as continuous improvement.

One member suggested a new question for the next survey which was 'When did you last visit the surgery before your visit today?' We agreed that this would be discussed at a future meeting where we agree the questions to be asked in the next survey.

It was also highlighted that not all patients fully completed every question on the survey therefore going forward it was important that there weren't too many questions.

Mel will write a report for the patient Participation DES and like last year this will be shared with the patient group when completed, and also placed on the practice website.

Did Not Attend – Appointment Data (DNA)

A summary of did not attend appointments were presented to the group for the last 12 months January 2013-December 2013. There were a total of 2266 appointments not attended at the surgery last year.

The breakdown is as follows:

Total appointments not attended	2266
Total Dr Appointments not attended	663 (29%)
Total Dr Appointments not attended when booked for the same day	180 (27%)

It was agreed that commencing 2014 the same day appointments for the Nurse Practitioner will also be included with the same day Dr appointments. We will continue to monitor DNA's and this information will be added to the Jayex board in reception so that patients can see how much time is wasted due to patients not attending appointments.

Also it may be in the future that the CCG may help practices with reducing DNA's however how this will be is not known. Mel will inform the group when there is any more information.

AOB

A group member asked if the terms of reference could be added to the next agenda, this would be accommodated.

The group stated they were pleased that the practice had acted on action points over the past 2 years; they felt things were moving forward and improvements had been made.

Mel thanked the group for their continued contribution.

Post Meeting Note:

The table below shows a comparison of last years and this year's survey in relation to booking appointments, and the improvements made:

	2012	2013
Booking an appointment with a Dr (very easy and fairly easy were totalled together)	42% easy	65% easy
Time taken to see a Dr of the patients choice (cumulative totals)	17% same day 25% within 1 working day 33% within 2 working days 39% within 3 working days 42% within 4 working days 79% within 5 working days	33% same day 41% within 1 working day 55% within 2 working days 64% within 3 working days 66% within 4 working days 88% within 5 working days
How acceptable patients find the timescale of seeing a Dr of choice	48% find the timescale acceptable	72% find the timescale acceptable
Time taken to see any Dr (cumulative totals)	40% same day 54% within 1 working day 67% within 2 working days 70% within 3 working days 75% within 4 working days 93% within 5 working days	59% same day 72% within 1 working day 81% within 2 working days 88% within 3 working days 90% within 4 working days 97% within 5 working days
How acceptable patients find the timescale of seeing any Dr	71% find the timescale acceptable	86% find the timescale acceptable

Next Patient Reference Group Meeting – 17th of April 2014 1:00pm – 2:30pm – Conference Room Ashville Medical Practice