

PPG Minutes of Meeting 7th March 2012

Present: Jackie (Practice Manager), Dr Haughey, Richard (Administrator), Joan, Doreen, Jane, Lillian, Shirley, Gerry, Colin

Practice Survey

Jackie handed out the results of the practice survey that was recently done to the patient group. Jackie explained the process of 100 surveys being handed out. Some were sent by post, some handed out at reception and some given out during the Tuesday night extended hours. On the whole the practice were happy with the results of the survey, especially with the 98% of patients' surveyed saying that the practice staff are well skilled, polite and helpful.

Jackie asked if the group would like to make any comments regarding the practice survey?

- Good to hear that 98% of patients' were happy with the practice staff
- Ideas for the next survey that the practice conducts is a different format to Yes or No as this is a bit simple. Next time it may be a good idea to have a range of choices from poor to excellent and maybe adding in a final question where you can say three things that you like and dislike about the surgery. Jackie explained that in previous surveys that we had done this and we are trying something different each year, but will take the ideas from the group to improve the survey.

Walk-In Clinic

Patient from the group asked about how the current system works as they feel that sometimes there can be a rush to the desk once reception staff ask patients to come and put their names on the list. Also feel sometimes that patients get paranoid as others seem to get in front of them in the queue.

The Walk-In system was explained that currently we have a system with blue chairs so that patients can queue up if they are at the practice before 10am. Jackie explained about an accident that had happened in the practice a couple of days before the meeting where an elderly patient fell over as patients were rushing to put their names on the list. Previous to the patient group meeting all staff at the practice had a meeting and this issue was discussed with staff invited to give ideas and views on how we can manage the walk-in clinic better.

The group agreed that the walk-in clinic is a good idea as you can be defiantly be seen by a GP on the same day if you have put your name down between 10am – 11am, but feel some changes need to be made in regards with the rush to the desk and waiting time. Explained that the reception team do try and give a rough estimate for how long a patient may have to wait and give them the option to wait in the waiting room or have the option to go and come back.

Ideas for the walk-in clinic

- 1. Ticket system** Discussed that this could be a good idea but there were some cons to this as patients may come in as early as 8.30am to get a ticket which would result in the queues outside the surgery again in all kinds of weather. Also a patient could say they lost their ticket when in fact they hadn't even turned up in the first place to get one. Will look in to further.
- 2. Name change** An idea from a member of the group was that we could change the name of the clinic so it might encourage patients only to come in if urgent or can't wait to be seen and others to book an advanced appointment. Explained that we wouldn't want this to be just for urgent needs as not many pre-bookable appointments in the morning, so would need to change back to old system or have less GP's on the walk-in.
- 3. Reception staff taking names in waiting room** A suggestion to avoid the rush to the desk is that a member of the reception team could come out to the waiting room with a clipboard and take the names and date of birth's of patients sitting in the chairs. This would be a good way of stopping the rush to the desk which can cause ill feeling between patients and accidents.
- 4. Poster/Flyer** Suggestion that we could hand out flyers to people at the walk-in explaining the walk-in system. For example explaining that a patient had been told they may have to wait for an hour so they went home and when they came back might go straight in making other patients that have been in the waiting room feel that they have pushed in when they hadn't. Jackie will create a flyer and show to the patient group for feedback.

Appointments

A group member asked about pre-bookable appointments and why you have to call up at 4pm on a Monday to book? Can we not book more than 2 weeks ahead?

Jackie explained that the reason we only book 2 weeks in advance is because of the huge DNA (Did Not Attend) rate. When the practice was allowing patients to book further ahead we was

having up to 60 DNA's per week which added up to 4 GP sessions being wasted every week. This was such a high volume of DNA's and this is why it is only 2 weeks as patients are more likely to remember about their appointment with a smaller timescale. The reason for Monday at 4pm is because the appointments have to go on at some point and this is the day that the practice decided on.

Test Results

With regards to the practice survey the practice main concern was patients comments regarding test results. The current system is that patients need to call up on either a Monday, Tuesday or Thursday between 3pm-5pm and have their name put on the list for a nurse to call back and give the results. Some patient comments were that they were unable to call between 3pm–5pm due to work commitments. So the practice has decided that we are now going to take patients names on the list all day on Monday, Tuesday and Thursday for the nurse to call back. The message on the telephone system will be changed to explain this to patients.

A member of the group asked why patients had to call for results? Shouldn't the practice call the patient?

The reason that we ask all patients to call for their results is because we have a practice population of 9,500 and there would not be enough time to contact all patients that had been sent for a test. Also if a test has not come back or been lost if a patient calls up for a result and we have not received it, the staff will then know that they need to chase this up with the hospital.

South Islington Patient Group

A member of the patient group informed everyone about the South Islington patient group and how they discuss bigger issues concerning Islington if anyone was interesting in attending the next meeting.