

Patient Participation Group Meeting – Minutes

Friday 21 March 2014
Farnham Road Surgery
13.00

Present: Dr Deoray, Dr Morris (CDM), Sue Lyall, Sonia Santinho, Chris Hartigan, Judith Moore, Ali Moosajee, Jim Mcphail, Jean Beckett, Brian Hewitt, Christine Reid, Erica Kibble

Apologies Gary Edwards

Chair: Dr Deoray

1. Patient Survey Results

These had previously been circulated and CDM gave a presentation on them.

a. Highlights

Reception staff
Administration staff
Clinical care

Results from the survey show that patients high levels of satisfaction with their interactions with and care from members of the practice staff

b. Issues

- Ease of making an appointment
- How appointments are made
Patients are coming to the surgery to make appointments. The practice is looking into installing a new telephone system to try and facilitate the making and cancelling of appointments.
- Car parking space
The practice will try to acquire more line to increase the size of the car park. It will also investigate options to find some off-site parking for staff.
- Repeat prescriptions
The practice needs to look at the system to increase the number that patients perceive are ready for collection within 48 hours.
- Keeping informed of delays
If doctors, nurses and other staff are seeing patients more than 10 minutes after their appointment time:
 - Receptionists will try to tell patients this when they book in;
 - The practice will look at installing white boards to keep patients informed of delays;
- On the day vs pre-bookable appointments
The survey suggests that patients have a preference for pre-bookable appointments and the practice will look at the balance that it offers of these.

Next meetings will be held on:

16th April 2014 at 2pm – Farnham Road Surgery
3rd June 2014 at 7pm – Weekes Drive Surgery
23rd July 2014 at 2pm – Farnham Road Surgery
7th Oct 2014 at 7pm – Farnham Road Surgery
10th Dec 2014 at 2pm – Farnham Road Surgery