

Ightenhill Medical Centre

Minutes Patient Participation Meeting

March 04 2015

Present:

T Williams-Walsh
Carol Ratcliffe
6 Group members
Dr Iqbal was present at the beginning to welcome everyone

The meeting started at 5.00pm

We discussed the outcome of the survey as a group.

Each member had a copy of the survey. We first looks at the results and the distribution (See below)

100 Surveys were presented and 79 were returned. This was an increase on last year. The survey included a question regarding the ability to see the GP of choice. This was deliberate as we found that we had been reported as being below average at a local and national level. We found this surprising as we are a single-handed GP Practice. The results are shown below and our survey does not agree with the national one which is what we had expected. All age groups were included and we attempted to give out equal numbers of male and female. We encouraged people to complete the form whilst they were here. Some people refused to take a survey to complete. A box was provided on reception for the completed forms.

Age	Male -31	Female-44
<20	0	2
20-30	3	14
31-40	3	9
41-50	11	6
51-60	5	6
61-70	9	7
71-80	0	3
>80	0	1

Our patient population is mainly White-British. We do try to include other ethnic minorities in the survey.

We discussed the good returns this year and then we looked at the actual results.

We also looks at the 2 questions at the end of the survey (See below)

What do you like best about the Practice?

Only 32% replied but in general all these comments say that the practice is very good and that we provide a quality service

What do you like least about the Practice?

Only 20% replied and in general they were mainly about the reception area, and waiting times in the waiting room to be seen.

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Report

It was noted that it seemed strange that so many people had given the top mark for everything but had not bothered to write a written report. We had no explanation for this. We also noted that in the Friends and Family Test returns that everyone answered question 1 but not many had answered question 2. It was commented that the group felt that question 2 was too complicated and that they felt that the simple question they had suggested would have been better. They also commented that maybe patients just want to see the clinical staff and did not really want all the forms to complete. We will need to look at this for next year and maybe change our survey again.

The results of our survey were very good and in most areas we had better scores than last year. We were very pleased with the results.

We discussed areas of concern and none of the group agreed with the fact that the waiting times before seeing the clinical staff were too long. The remaining problem was that of confidentiality again at the front desk and waiting area. This was discussed and some ideas were mentioned to try to help. One was to stop people using the seats facing the desk at the front and maybe put up a perspex screen across these seats to try to cut out some of the sound. The telephone position right at the front of the reception desk was causing a problem, so it might be moved away from the front. This would cause a staffing problem as it may result in an extra person needed in the reception area. It was decided to try a few things to see if it is possible to make this confidentiality problem better. Dr Iqbal has put in a bid for funding to improve the building and if it is awarded then the reception area would be improved. The PPG members approved the fact that this funding had been applied for.

There is only one area of concern at the moment and we decided to try different ideas to help with the correction of the lack of privacy at reception.

One of the group asked about the "Drop in" clinic at St Peter's. He had been asked by Dr Iqbal to go and when he got there he was told that he could not be seen as it was full. There was still an hour to the end of the clinic. He then had to go to Burnley hospital where he was seen as there was no other patients there! This is an elderly gentleman who does not have a car. We said we would look into it for him and for our information.

The date and time of the next meeting is to be arranged.

The meeting ended at 6.00pm