Selden Medical Centre

PPG meeting

21st January 2016

Present

Practice Manager - Hazel Donaldson HD

List of patient members available:

YG, RA, PA, RM, TG, RG, JE, SA, NB, AB, PS, GM

(Not published for reason of confidentiality)

Agenda:

1. **Dr Holmes** Unfortunately Dr Holmes was unable to attend tonight meeting.
2. **CQC Feedback** Firstly HD opened the evening by thanking the PPG and specifically RM and PS for their support with the CQC inspection at the beginning of December. HD was pleased to report that on the whole the practice scored well and were found to provide safe and effective care to all our patients. However they did feel that our appointment system could be improved.

We are aware the getting appointments at the surgery is not easy and HD asked for some suggestions on how we could improve;

* Remind GPs to use the Golden Ticket.
* Find out why we tell patients to ring back on Thursday at 8.00 am when there is clearly an appointment available on Thursday.
* Why do you only book two weeks in advance (HD explained that evidence proves that when patients book too far in advance there are more DNAs (did not attends), and as one patient mentioned some patients book an appointment “just in case”.
* Everyone felt that ringing in at 8.00 am was very frustrating.
* Patients queuing at 7.30 am could be considered a disability discrimination concern.
* Getting an appointment should not be left up to luck
* Appointment systems work well in other surgeries, i.e. Victoria Road and Broadwater Surgery why not look at how they run them. (HD will discuss with these practices to see how their appointment system is run)
* Suggestion that we have a different telephone number for other queries, i.e. prescriptions, results leaving one line dedicated to making appointments, to improve access
* Why can’t we have staggered appointments rather than book on the day or 14 days in advance?

1. **Practice news**

HD explained to the group that since Dr Varma’s resignation, despite huge amounts of advertising and even considering using an agency we have been unsuccessful in recruiting a replacement. The practice has employed two long term locums who we hope will help with providing as much continuity of care to our patients.

HD was surprised to find that many PPG members were not aware that Dr Varma had left. SA suggested a poster in the waiting room would alert patients to the problems facing General Practice and will send a copy of one she had seen in a Littlehampton surgery.

MIAMI clinics. Patients still seem to be unaware of what they can do and the times they operate – HD will contact to MIAMI to see if we can get some more posters etc. Also RM asked if the 111 service can book into the MIAMI weekend clinics and HD will find out.

More staff have left the practice, including one Practice Nurse and our Reception Manager. HD to update and re-vamp the photos as they are looking a bit sad.

1. **Patient Satisfaction Questionnaire**. HD had circulated the results of the patient questionnaire to all members prior to the meeting, with the intention of discussing the findings.

It was clear to see that Selden Medical Centre scored below the National average for all 28 questions and we talked about why this was the case. Selden Surgery is situated in one of the most deprived areas in West Sussex and has a number of patients with very complex physcial and mental health needs.

HD will see look at results of our neighboring practices to see how we fair with them.

Unfortunately since 2008 our mean score has dropped from 70 – 64.

We talked about whether the practice had too many patients and should they close the list. HD explained that all practices are struggling to cope with patient demand and if one closed the knock on effect caused to surrounding practices could be catastrophic.

HD was asked when the best day to try for an appointment is and she explained avoid Monday and Friday whenever possible, as these are always the busiest days.

The majority of comment referred to;

* Not being able to make an appointment
* Difficulty getting through on the telephone
* Length of wait in waiting room for appointments
* Resources – more doctors, nurses and staff

Fortunately there were also a number of very positive comments that have been feedback to the doctors and staff.

**Action plan**

HD to look at other surgeries to see how they manage their appointments

Look into have different phone number for different departments

Keep advertising for a replacement for Dr Varma

HD to discuss the questions raised at the beginning of the meeting with partners and reception team.

1. Invite Pharmacist to next PPG meeting to find out what they can do to help patients

Meeting closed at 8.20pm

Date of next meeting

Thursday 10th March 2016 – 7.00 pm – 8.00 pm

@ Selden Medical Centre