

Ashville Medical Practice Patient Participation Group

Meeting Minutes 26th January 2012

Venue: Ashville Medical Practice Conference Room
Attendees: Melanie Jones (Practice Manager)
Ruth Nowodny (Practice Administrator)
Amy Gillott (Barnsley Peoples First)
Patient Participation Group Members (11)

Introductions

Melanie Jones the new practice manager introduced herself to the group. The members of the group each introduced themselves and it was established that there were 4 new members in attendance, as a result of invites from the patient satisfaction survey conducted in 2011.

Mel advised the group that the priority of the meeting was to discuss the results of the patient satisfaction survey.

Practice Update

Mel advised the group that she had taken over from Jim Logan and that she joined the practice on 28th November 2011.

Other practice news was that Corine the receptionist left the practice at the beginning of January to move to the coast, and that a new receptionist would resume post on the 20th February 2012.

Dr Debra Ainsworth would join the practice on 1st February as a GP Partner and also Dr Graham Dunthorne as GP Registrar. Dr Dunthorne would replace Dr Benner and would remain at the practice for six months whilst training.

Appointment Availability

Major concerns were raised with regards to the availability of appointments. Making an appointment was problematic due to a perceived lack of Dr availability, and also having to call the practice at 8am and 2am to try and obtain an appointment. It was also raised that trying to book an appointment with a Dr of choice was virtually impossible. Difficulty in contacting the surgery via the telephone was also raised.

Mel advised the group that their concerns were being taken very seriously and that an appointment monitoring survey commenced two weeks ago so that the practice could fully understand the demand for appointments. Once this survey was complete the practice would look at the next steps, as it was committed to improving its appointment system.

The group were advised that they should see an improvement in their telephone calls being answered as the answering of the appointments line had already been moved into the back office. The main reasons for this were to improve accessibility to the practice by telephone and also to improve customer service to patients at the reception desk, without the added interruptions of answering the telephone. Mel asked the group to give feedback on experiences telephoning the practice at the next meeting.

Some of the patient group members attended a Patient Council Meeting with Barnsley Peoples First and mentioned they had discussed the option of having a walk in clinic, and that some other surgeries had this in operation. They asked if this was something that we would consider. Mel advised the group that this may be explored after the appointment monitoring survey.

Patient Satisfaction Survey

Members of the group were consulted in the September 2011 meeting about the survey and ideas were obtained from the group to help create the survey.

Questionnaires were given to patients over a 1 month period to obtain data from a cross section of the practice population. The practice received 84 completed surveys.

The group did suggest conducting the 2012 survey over a longer period of time, as 84 completed surveys was low compared to the number of patients at the practice.

Amy informed the group that after reviewing the survey results, it was clear that some of the questions could have been worded differently so the responses would have given the practice more information to work with.

A longer survey duration and amended alternative questions were a lessons learned for the next survey.

Each question asked in the survey was discussed and the agreed action points from the survey results are as follows:

- Promote opening and closing times of the practice
- Promote the use of the internet for online ordering of prescriptions
- Promote the practice website
- Advertise did not attend appointments (DNA's)
- Offer text messaging appointment reminder service

Mel advised the group that the practice would be implementing a new IT system this year and that the text messaging facility would be available at this point.

Pain Management Services

The group asked if patients in Barnsley could attend Pain Management Services at Ashville Medical Practice.

Mel informed the group that hopefully patients would be able to be seen in Barnsley however, this had not yet been confirmed and would update as appropriate at the next meeting.

Ardsley Residents Association

A member of the Ardsley Residents Association informed the group that Marie Hoyle would be speaking about the structure of the Health Service at their meeting on 6th February and that any-one who wished to attend was welcome.

Future Meetings

It was agreed that future meetings should be more structured and that the following should be fixed agenda items:

- Actions from last meeting
- Appointment Availability
- Practice Updates
- Practice Website

Action Points

1. Group to feedback on telephone accessibility-All
2. Explore feasibility of having a television installed in the waiting room to promote health promotion- Mel
3. Inform the group of Dr to patient ratio- Mel
4. Update on Pain Management Services-Mel

Date of next meeting to be confirmed