

**KUMAR MEDICAL CENTRE
59 GRASMERE AVENUE
SLOUGH
BERKSHIRE
SL2 5JE**

Minutes of the Patient Participation Group

Date : Saturday 3rd September 2016

Venue : The Surgery

Time :11am

Members Present :

Mr M.Mohan Chairman

Mrs Savita Mohan

Mr .D. Masters

Mr. R. Jasdhoal

Mrs. R. Kullar

Mr. Munawer Hussain

Asma Khan

Apologies :

Mrs. Christina Barella

Mr.S. Rao

Mr Shyam Chawla

Natasha Wahie

Mrs Kulbir Gill

Practice Representatives :

Dr.H.Kumar Senior Partner

Poonam Kumar Practice Manager

The minutes of the last minute were discussed and approved by the Chairman and other members of the PPG group.

1. HEALTHY TALK :

Healthy talk by Mr Master: Mr Masters gave a very informative talk on How to stay healthy after retirement. The talk was enjoyed by the whole group .Mrs Mohan informed the group about the different activities that are held around Slough which people of Slough can avail to remain healthy.

PK informed the group that the yoga session held at the surgery was very successful with 8 members attended regularly every Wednesday for 6 weeks. The new group sessions will be starting after a break and new notices will be displayed in the patient waiting areas.

2. Discussion on the Patient Survey:

Discussion on the GP patient survey JULY 2016 by NHS England.

PK informed the group about the results received in August by the practice for the GP patient survey conducted by NHS England in July 2016.

According to the survey results :

365 Surveys were sent out

97 Surveys were sent back

27% was the completion rate .

PRACTICE DID BEST : Better than National average and the Slough CCG level

84% of the respondents find it easy to get through to this surgery by phone.

64% of the respondents with a preferred GP usually get to see or speak to the GP

72% of the respondents describe their experience of making an appointment as good.

Practice need to Improve:

34% of the respondents usually wait 15 minutes or less after their appointment time to be seen

The percentage of the practice was near to the local CCG average for the following two indicators but lower than the national average.

77% of the respondents say the last GP they saw or spoke to was good at explaining tests and treatments

80% of the respondents find the receptionist at the surgery helpful.

The summary of the discussion that took place for the indicators that needed improvement were:

1. The practice was scoring well above the Slough CCG level and the National average in majority of the indicators of the survey.
2. The percentage of the respondents was very low and therefore the results did not represent a true picture.
3. The PPG members felt that the patients with a negative experience use the survey as a means of complaining to the practice by responding to the survey and that is why the percentage of respondents is so low.
4. When patients respond positively to surveys they are expressing their feelings that the practice is meeting their needs and caring for them.
5. The practice is scoring high on patient access in comparison to the local CCG and even the national level which the PPG members felt proud of.
6. Waiting time has always been an issue and the members attributed it to :
 - The population demand. Patients will bring a minimum of two three problems when they come to see the clinician.

- They will not stick to the policy of one appointment for one patient and by booking one appointment would like to consult for their children at the same time.
- The doctors at the practice are very caring and the practice is scoring more than average. The clinicians at the practice do not rush their consultations within the 10 minutes allocated to them as they make sure that the patients problem is listened to and resolved.
- If the doctors rushed into their consultations, patients would not feel that they are listened or cared for. According to the members it is worth waiting a little longer and come out of the doctors room with our anxieties and queries about our health sorted out.
- The younger generation are always in a hurry and find it difficult to wait.

7. Idea that the consultation time be increased from 10 minute to 20 minute.

Dr.K. explained to the group that it would be difficult to increase the appointment time as this will reduce the number of appointments available to the patients and directly affecting patient access.

The practice already offers longer appointment times to special group of patients such as patients on long term conditions, learning disabled register, complex patient's etc.

LEARNING AND ACTION POINTS :

Prepare a poster and display: One Appointment one Problem

Extra clinic to be started on Thursday evening parallel with the nurse for patients with chronic conditions.

Display waiting time for any clinician running late than 10 minutes on the white board in the patient waiting area.

3. New patient check in screen :

As agreed and discussed at a meeting on 6th August 2016,PK informed the group that an order has been placed for the patient check in system for the practice. The patient check in system will help patients to self-check in for their appointments; it will have 73 different languages which the patients can use.

It can be used to display important health messages and information.

The self-check in system should help the reception staff to free up time for quicker telephone queries and other admin work.

Action Points:

When the check in is installed and ready for use the PPG members can come and help patients to demonstrate how to use it.

PK to inform the chairman who will send a further e mail to its members.

ANY OTHERS :

The group should continue their monthly meet on the first Saturday of the month.
Topic on Saturday 1st October 2016: Hypertension

Next PPG Meeting :

Saturday 3rd December 2016.