

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

**Minutes of the Patient Participation Group**

**Date : Saturday 18.03.2017**

**Venue : The Surgery**

**Time :11am**

**Members Present :**

**Mr M.Mohan                      Chairman**

Mrs.Cristina Barella

Mrs Savita Mohan

Mr. D.Masters

Mrs. R. Kullar

Mr.Shyam Chawla

Mr.Munawer Hussain

**Apologies :**

Miss Natasha Wahie

Mr. R. Jasdhoal

**Practice Representatives :**

Poonam Kumar                      Practice Manager

The minutes of the meetings held on 3<sup>rd</sup> December 2016 were agreed and approved by the Chairman.

**Patient survey report**

PK presented the findings of the annual patient survey 2016-2017 to the PPG members. The results were collated from a total of 120 completed surveys that was undertaken by the practice in the month of January 2017. 50 male and 70 females had completed the survey. Patients between age group 14-85 years completed the surveys.

**1. Accessing the GP service:**

The Survey results showed that more than 80% could see the doctor of their choice and speak to the doctor on the telephone when necessary. These figures are in line with the

Mori poll survey conducted by the department of health. The most preferred method of booking appointments is still via the phone.

**Action :** The practice is hoping that by 31<sup>st</sup> March 2017 at least 10% of its patient population would have provided their e mail addresses and registered for on line services. If patients start booking appointments on line the practice will have to redesign its appointment scheduler to offer more on line appointments.

## **2.ABOUT THE RECEPTION STAFF**

About 94% of the patients felt that the staffs were very or fairly helpful.6% felt that they were not very helpful. The practice staff strives hard to help patients and their queries. One patient commented on the holding time of the telephone once their call is answered.

The members felt that the phone should not be picked up till the receptionist is free. Pk explained that according to the protocol and the satisfaction of the caller the call should be answered as quickly as possible.

### **Action :**

PK to inquire from the telephone provider if a message can be added to Line 1 and 2 as well to delay in replying to the caller.

## **3. Experience with the doctor/Nurse**

The survey results show that they are treated with respect, showed care and compassion by the clinicians working in the practice.

Patients were happy that the clinicians understood their concerns and explained things clearly to them.

They were satisfied with the clinicians working in the practice.

## **4. Obtaining a repeat prescription**

88% of the patients agreed that their repeat prescription was ready on time whereas 4% thought they did not receive their prescription on time.

PK explained to the group that there is a named member of the staff who can help the patients with their query about any item on a repeat prescription. The practice tends to randomly do in house surveys to check if prescriptions are ready on time.

**Action :** Random In house surveys to be conducted to see if prescriptions are ready on time.

## **5. Obtaining your test results :**

98% patients agreed that their test results were available when they contacted the surgery and were informed the results.

78% were satisfied with the amount of information provided about the test results.

## **6. Suitability of the Practice premises and overall satisfaction**

89% of the patients rated their satisfaction from good to excellent which is above the 68% figure achieved by the practice in the National survey conducted in July 2016.

The PPG members felt that the practice survey is a true reflection of the patient comments as the number of patients responding to the survey is about three times higher than the patient number sending their responses back. All the PPG members agreed that the Partners, Clinicians and the staff were doing their best with the smooth running of the surgery and they felt that the surgery was doing very well.

### **On line Booking :**

58 % of the patients were aware of registering on line services. The members agreed that there was enough information displayed around the surgery in the form of posters. To increase the uptake the reception staff should verbally inform the patients when they book them.

### **YEAR END REPORT**

PK thanked the group for all their hard work and support to the practice during the year. She informed the group all the minutes of the meetings and the survey report will be published on the practice website by 31<sup>st</sup> March 2017.

### **Any other:**

The Chairman informed the group that the annual CCG open day will be held on 29<sup>th</sup> June 2017.

### **TB Screening :**

The Chairman asked PK if the practice was participating in the TB screening programme. PK explained to the group that the practice was actively taking part in the programme and explained to the members about the criteria of detecting silent TB. The practice was sending the patient list regularly for inviting patients for screening.

### **PPG feedback:**

1. All members of the group were happy and satisfied the way meetings were held and actions undertaken.
2. Members felt meetings should continue to be held quarterly on a Saturday at 11 am. Emergency meetings can be arranged when required and needed.
3. DM said that the practice was doing very well for its patients.

### **NEXT DATE OF THE Meeting :**

**Saturday 3<sup>rd</sup> June 2017**