

Minutes of PPG Meetings

Over the last 2 years we have:-

1. Established a Patient Participation Group
2. Agreed with the group which issues were a priority and conducted a patient survey.(Copy can be issued on request)
3. The survey was collated and discussed by the group.
4. The following actions were taken by the Practice as a result of the patient survey and group discussions.
 - a. The call barring system was removed from the surgery phone number to enable any patients who had unknown numbers barred from incoming calls to receive calls from the surgery.
 - b. Phones ease of access discussed and the patient survey results showed that the majority of patients wanted the present queuing system to continue.
 - c. Appointments: Advance booking was most popular and agreed 2 weeks ahead maximum.
 - d. Discussed a rolling system of booking appointments 2 weeks ahead, with appointments being unblocked on a daily basis. This has been implemented by the Practice
 - e. Patients can book for a doctor of their choice.

Minutes of PPG meeting held on Monday 21.1.2013 at 6.30pm

Members present:

Dr Maria Patten (MP)

Teresa Kemp (TK)

***** (TJ)

***** (DV)

***** (ID)

***** (WV)

***** (AM/CM)

***** (KS)

***** (RR)

***** (DD)

***** (TW)

TK read the minutes from previous meeting:

Matters arising from previous meeting:

AM asked re compliment books which was agreed a good idea. It was proposed by RR sec WV the minutes be accepted as a true record. All in favour

NHS 111 was discussed and ID expressed an interest in attending the meeting planned for 4.2.2013.

The patient survey results were discussed and the results showed that most patients who took part were happy with the surgery, choice of doctor was one area that patients were not happy with, TK advised that patients could book appointments with a doctor of their choice but some doctors appointments were booked more quickly than others, also getting through on the phone was an issue, RR said he thought the Practice was very good and TJ said it was a 1st class facility which gave patients care which was 2nd to none and he had experienced health care all over the world and complimented the staff for what they did for patients.

The Age UK nail cutting service was discussed and it was explained that it cost £11.00 per appt and patients needed to purchase their own personal set of cutting equipment from the service.

TK and MP explained to the members that many outside agencies used rooms at the surgery for appointments for Veor patients, ID asked if there could be more car parking spaces and the possibility of a bike rack, TK said that many surgeries did not have any car parking facilities, the surgery is lucky to have the amount we have, and she would look into the bike rack.

TJ raised a question regarding commissioning and what changes if any there would be in the Practice, MP explained that The

KCCG would be undertaking the commissioning for Cornwall and Dr Perkins was the lead GP representing Veor. MP explained that it will be the same initially but that there would be changes at some point, when the government had decided what they expected from this change.

TJ asked about the surgery policy regarding posters, TK explained that posters could be displayed in the surgery if they were beneficial to the community, no business posters were displayed but various group meetings etc were displayed and changed regularly.

The group discussed social issues about Camborne as the area is one of the more deprived areas in Cornwall.

RR asked how long Dr Fullick would be with the practice, MP said he would finish on 6.2.2013 and we would then be joined by Dr Kate Thomas. MP explained what was involved with the GP registrar training.

The meeting closed at 7.40pm

The next meeting is scheduled for Monday 25.3.13 at 6.30pm

Minutes of PPG meeting 19.11.2012.

Veor Surgery 19.11.2012 at 6.30pm.

Present:

Dr M Patten (MP)

Teresa Kemp (TK)

***** (EP)

***** (DV)

***** (AM)

***** (CM)

***** (JB)

***** (RR)

***** (WV)

***** (EW)

MP read previous meeting minutes

Matters arising: WV asked if the magazines in the waiting room would be a fire risk. This was discussed.

Accepted as a true record proposed AM seconded EW

DV asked about Angie Bennetts appointments and whether people should be asked to ring later in the day to book these appointments as this would save blocking phones at 8.30am on Mondays, TK would look at this suggestion in more detail.

WV asked what effect the new houses being built in the area would have on the surgery and also if Trevithick surgery was to extend or move to larger premises, MP advised the meeting that the number of GP's in the area were said to be adequate for the patient numbers and also to absorb any new patients brought into the area by the new housing.

EP left at 7pm

Appointment systems used by other surgeries were discussed also the fact that Veor had tried various different systems over the years and the present one of half pre-booked and half booked on the day seemed the only way to comply with government policy.

JB asked if patients could be allowed entry into the surgery earlier when it was wet or cold TK advised the doors were now opening at 8.15am although patients would not be dealt with until the normal office phone lines opened at 8.30am. JB also asked if doctors could make the follow up appointment if they wished to see a patient, the problems which may arise from this were discussed. WV said that doctors should see patients on time and not keep them waiting, the general feeling from others present was that it was better to be kept waiting and the doctor give each patient the time needed in the appointment time. JB said that treatment received at the surgery was 1st class. AM asked if receptionists could let patients know if doctors were running late, TK agreed this should be the case.

MP asked the group if any one had any ideas regarding how the surgery could improve the appointment system. RR and DV said they were happy with the present system.

MP advised that if patients had the ring back system with BT this should now work with the surgery phones, TK said that this system did not mean the surgery would ring patients back but that the patients phone would ring when a line became free, there has been some confusion with patients that the system meant the surgery would ring them back at a later time.

TK the responses to the patient survey had all been returned and will hopefully be collated prior to the next meeting.

RR discussed some problems with repeat prescriptions, TK said that most repeat prescriptions received at the surgery were processed within 48 hours, delays sometimes occur when a patient requests an item which is not on the repeat slip, this query then has to be dealt with by a doctor.

JB left at 7.35pm

AM suggested a compliment sheet/ book for patients to fill in.

Meeting closed at 7.40pm.

Next meeting 21.1.2013 at 6.30pm



TK 15.1.2013

Veor Surgery Patient Participation Group (PPG)

Minutes of PPG meeting 16.7.2012.

Members present:

Dr Maria Patten (MP)

Teresa Kemp (TK)

***** (EP)

***** (DV)

***** (ID)

***** (AM/CM)

***** (DD)

***** (TW)

Matters arising from previous meeting:

The matter of patients not attending booked appointments was discussed, DD asked if it was possible to give patients privileges/incentives which could be removed if they did not attend booked appointments. TK advised this was an ongoing problem which occurred even when patients had booked the appointment on the day.

EP asked when Dr Patten's pre-booked appointments would be rolled out, TK said this would be addressed when she had time to change the computer programme, but unfortunately had not been able to implement the changes to date.

EP told the meeting she had been unable to complete her follow up survey.

Proposed AM Seconded EP: That the minutes of the previous meeting were accepted as a true record, carried

The patient survey questionnaire was discussed and the decision made that we would need at least 200 completed surveys.

ID suggested that the members of the PPG could help analyse the surveys when completed, it was decided that the receptionists would ask patients to complete the forms when they checked in for appointments and ID asked if partially sighted or patients with literacy problems could be offered help by the receptionist if needed.

MP discussed the Choose + Book system and the roll of the Referral Management System for booking hospital appointments.

MP once again asked the members not to discuss clinical matters, or use personal references or to voice personal complaints, as this was not the correct forum for these discussions.

MP advised the members that they could use PALS if they felt they needed help regarding complaints etc.

Id voiced concerns regarding the wording on the follow up letters sent by the surgery to patients, and that although the letters requested patients to make appointments, these were not available when patients contacted the surgery, TK explained that the letters did ask patients to make a routine

appointment and that if it the matter was more urgent the patient was contacted and an appointment booked in advance.

AM suggested that patients could make appointments after they have a blood test, MP said this would clog up appointments if blood tests were normal. Patients were contacted if they needed to come in and if not contacted no news was good news.

AM stated that he felt the surgery gave good service to its patients.

TK said they would get the survey started in the month of August, EP asked if the PPG members could volunteer to help patients complete their forms, DV said this was a nice suggestion but patients may feel there questionnaire may not be confidential.

MP told the members that we were now a training practice and our new Registrar would be joining us from the 1st of August.

The meeting closed at 7.45pm

The next meeting will be held on the 17.9.2012 at 6.30pm at Veor Surgery

Veor Surgery Patient Participation Group (PPG)

Minutes of PPG meeting 30.04.12

Members present:-

Dr M Patten (MP)

T Kemp (TK)

***** (EP)

***** (AM, CM)

***** (DV)

Apologies from:- (ID), (LH).

Members present introduced themselves and explained their interest in joining the group.

AM + CM are active members of local health groups. DV also has previous experience on committees.

AM, CM and DV made complimentary comments re the practice, MP acknowledged with thanks and said while Veor is not perfect we try to give a good service to our patients and the purpose of the group was to see if we could make improvements.

MP gave a brief re-cap of the last meeting regarding the phone and appointment systems.

The forthcoming patient survey was discussed and the questions to be asked were formulated.

Phone system

EP had performed a telephone survey at 9am looking at the response times and manner of answering at other surgeries in the area, responses ranged from constant engaged tone to prompt answering and an automated reply, DV suggested this survey was repeated but at 8.30am in the morning to compare with Veor.

The question was raised as to the amount of patients who were queued in the phone system at a time.

It was mentioned that the phone message regarding repeat prescriptions was confusing as the phone message offers the option of being put through to prescriptions but the surgery does not accept prescription requests by phone, MP + TK would look into.

MP discussed removing the caller identification block from the surgery phone number, as some patients are unable to receive incoming calls from the surgery and also use the call back option

offered by BT.

Appointments

AM asked how long appointment slots, TK replied 10 minutes.

MP discussed a trial of booking appointment up to 4 weeks ahead, TK felt this may increase the non-attendance rate, TK will re-arrange the pre-booked appointments system, and there will be a trial of MP booking appointments for patients who need to be reviewed by her within a 4 week period.

DV suggested the surgery should promote the use of telephone consultations by patients.

AOB

AM asked if patients had access to a hearing loop, TK assured we have.

DV discussed the problem of hearing the tannoy when there is background noise and suggested increasing the number of speakers in the waiting area.

TK will look into this.

EP advised that St Michaels Hospital, Hayle offered x-ray appointments sooner than Camborne – Redruth Hospital.

Suggestions for topics for the next meeting :

How referrals were managed.

Feedback slips for patients to complete and suggestion box.

The next meeting would take place on Monday 16.7.2012.

TK 11.5.2012

Veor Surgery Patient Participation Group (PPG)

Minutes of PPG meeting 26.3.12

Commenced 6.30am

Attendees : Dr Maria Patten (MP)

Mrs Teresa Kemp (Practice Manager) (TK)

***** (DD)

***** (EP)

Apologies: (ID),(KM) (AT)

Dr Patten welcomed everyone to the meeting, and asked everybody to introduce themselves, and explained the reasons for forming the PPG. EP and DD have experience of committee work previously.

MP advised this was a two way system for feedback between patients and the practice, and hopefully in the future would help shape its services.

EP has been a patient of the surgery since birth and DD has been a patient for over 10years.

Some ground rules were discussed, namely that clinical/personal matters would not be discussed and everyone in the group would be treated with respect. There was no set agenda for this meeting so it was laid open to the floor.

1: EP asked if the reason for her being asked to part in the PPG was because she had in the past raised concerns regarding the telephone system and appointments and the difficulty getting through to the surgery in the mornings, TK agreed this was the reason we wanted her input, and explained how the current telephone system works and the numbers of lines into the surgery and the members of staff available to answer the calls. EP did raise the question of the surgery not ringing back when patients had used ring back, TK advised that this facility was a service BT offered and it

was not available with the surgery number.

MP asked if the phone message was appropriate.

It was agreed that the surgery will discuss phone access again with their provider.

2: The appointment system was discussed as appointment availability is influencing the high demand at 8.30am on the telephone lines. TK explained how the appointments system was managed, and that there was a duty doctor available for patients who felt they could not wait for a routine appointment use of evening surgeries discussed. MP invited suggestions as to how we may improve accessibility, as the surgery has tried numerous systems to meet the high demand. EP suggested the possibility of using an answer machine to enable patients to request an appointment, TK explained this would not be feasible as demand and appointment availability would remain the same. Also discussed pre-booked appointments and patients who did not attend booked appointments, EP and DD asked if the surgery contacted patients who failed to attend appointments, TK replied that persistent offenders were contacted but this did not appear to improve their attendance. DD said that some surgeries used a ticket system, TK/MP replied Veor had similar book on the day system previously which was very unpopular as patients could not see a doctor of their choice.

3:DD enquired why prescriptions could not be requested by phone, MP advised this was widely considered to be unsafe as mistakes could easily be made. Problems with local chemists were discussed.

EP said she was pleased that the phone access/system is being looked into.

MP concluded the meeting and advised it was hoped to meet monthly initially until the group was established with the hope that numbers attending would increase to be more representative of the Practice population.

Veor will be surveying patients regarding phone and appointment access in the coming weeks.

The next meeting will be held at Veor on 30.4.12 at 6.30pm.

News Posted in [PPG minutes of meetings.](#), [Uncategorized](#)

[Patient Representative Group](#)

News Posted on [March 23, 2012](#) by [Veor Surgery](#)

We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To help us with this, we are setting up a Patient Representative Group so that you can express your views.

We will ask members of this representative group some questions from time to time regarding how we, as a practice, could improve the quality of care or service you receive.

Our aim is to gather people from as broad a spectrum as possible, to get a truly representative sample. We are looking to include young people, employed, un-employed, retired, patients with long-term conditions, and people from non-British ethnic groups.

Please ask at Reception for details or contact our Practice Manager, Mrs. Teresa Kemp, for more information or a form to register your interest.

Veor Surgery P.R.G. Initial meeting held on 26.3.12 at 6.30pm.

The surgery opening times are:-

Monday, Tuesday and Wednesday:- 8.30 – 20.00

Thursday and Friday:- 8.30 – 18.30

Recruitment

Letters inviting patients to attend/join PRG as patient representatives were sent to :-

- I:- Patients who have complained or written about aspects of the surgery service.
- ii:- Patients who had expressed an interest in joining a PPG prior to group being formed.
- iii:- Information put on surgery electronic board in waiting room – patients invited to register for details at reception desk.
- iv:- All Nursing /Residential homes- as patients may not attend surgery physically and not see advertising for PRG.
- V:- Leaflets and posters placed in waiting room advertising group.

Demographics

The demographics of the group are:-

Male:- 2	Female:- 6	<u>Ages:-</u>	25-34	1
			35-44	1
			45-54	2
			55-64	3

Ethnicity:-

White British:- 7
Any other ethnic group :-1

Occupation:-

Full time paid work :- 3
Permanently sick or disabled:- 3
Fully retired from work:- 2

The current members of the group realise the need to expand the age range especially to include a younger representation and plan to advertise in the local schools and colleges.

The group aims to hold monthly meetings until group numbers have increased and stabilised and the group has gained momentum.

From the group discussion it was agreed to survey, the practice population on telephone access and the appointments system the survey would be carried out in the surgery, handed out at reception.

The minutes of the meeting held on the 26.3.12 will be published on the website in the next 2 weeks or on application to the Practice Manager.

If you are interested in becoming a member of our PPG, please ask at reception for a form to complete.

Our next meeting will be held at Veor Surgery at 6.30pm on Monday 30.4.12.

(Updated 30.03.12)