

**Bedlingtonshire Medical Group
Patient Participation Group Meeting**

Minutes

Wednesday 4th November 2015

Present: Dr Alford, Jill Henderson (Patient Services Manager), Pauline Fryer, Barbara Kedie, Lynn McCormack, June Rucroft, Mary Sykes, Russ Wallace, Susan Weedy

Apologies: Julie Carter, Jean Fife, Ken Graham, Eddie Kingston, Paul McArdle, Chris Million, Sheila Rutherford, Allison Waugh,

Welcome and introductions

Dr Alford welcomed new attendees and thanked all for attending.

Minutes of last Meeting

True record agreed.

The group were asked if they had any objections or concerns relating to members being cited in minutes generated from meetings. No objections made.

Terms of reference

Six responses received via email. All suggestions were considered and discussed.

- A few people pointed out the title error. The title should have stated 'Patient Participation Group' rather than 'Patient Reference Group' - *Now changed*
- Purpose of the Group
To provide open and effective communication between the Practice and Patients to maintain high quality and responsive care - *Now Adopted and changed.*
- Suggested group membership.
It was decided to maintain the group at the current number of 18. As not all members are free to attend every meeting, the average attendance at our first two meetings has been 10. It was also surmised that as the group is newly formed/forming numbers may initially dwindle. It has therefore been suggested that we retain the current number and if or when people leave the group they will not be replaced until the group falls to between 12 – 15 members, this can be revisited at any time.

The Terms of Reference have now been agreed and will be signed at next PPG Meeting.

Thank you to all who sent their suggestions.

Telephone calls

Data was presented on calls received over a 3 month period, Sept/Oct/Nov 2014.

There were 40,532 calls received

This equates to

- 13,500 calls on average per month.
- 675 calls per day
- According to the software the wait time experienced was 34 seconds.
- The system also stated there is an average of 1-2 calls aborted each day.

It was suggested that this data should be displayed on the electronic display board in the surgery waiting area.

A telephone survey is to be carried out by the practice; this survey was presented to the group for review and comments. Please send any further suggestions/comments to Jill within two weeks.

Review of Complaints, Comments, Suggestions, Friends and Family, Compliments

Complaints

Number received April to September is 10. 3 justified, 5 unjustified, 2 partially justified.

All complaints were handled by the practice.

Type of complaint

2 Clinical Care, 1 Attitude, 1 Administration, 3 Policy/ Procedure

Complaint by staff group

5 Doctor, 2 Nurse, 2 Reception, 1 Other

Suggestions examples

Toys for children – unable to provide due to infection control issues

Water – deemed to be a health and safety risk due to spillages, patients can ask reception for a drink at any time.

Clock for waiting room – clock has now been provided.

Friends & Family

123 posted (April - October 2015)

71% Extremely likely, 14% Likely, 3% Neither likely or unlikely, 6.5% Extremely unlikely

1% Don't know

Examples of comments:

Waited 35minutes. Very angry.

Always had good results and good treatment.

Compliments example

Always found Bedlington Medical Group easy to get appointments, always pleasant on the phone and as I have used them for over 40 years would not go anywhere else, yes they have new doctors when I visit, but I find this ok, as never had any problems with that.

GP Survey (Jan - March 2015)

Survey results presented. This survey is an independent survey carried out by MORI.

Examples:

Feel they don't normally have to wait too long to be seen 88% (CCG Average 68%)

Find it easy to get through to this surgery by phone 70% (CCG Average 77%)

Results are available on gp-patient.co.uk

Any other business

Prescription line

Many patients find it difficult to get through on the designated prescription line which is currently open:

Monday 10am - 4pm

Tues –Fri 1pm - 4pm

The practice is aware of the problems experienced. The practice is currently promoting on-line services as well as considering alternative systems, for example the Patient Partner. The patient partner allows patients to book, cancel, and amend appointments as well as order repeat prescriptions.

Patient Participation Group Information

A leaflet has been distributed named 'What is a Patient Participation Group? (PPG)'

Patient Confidentiality

We discussed the issue of patient confidentiality at our reception desk and possible way to overcome this problem. We receive conflicting views on the volume of the electronic display board, some saying it is too loud, and others saying it is too low, making the waiting area too quiet. A suggestion was made to place a demarcation line across the reception area; this suggestion will be taken to our practice meeting.

Northumberland Clinical Commissioning Group

Central Locality Patient Forum to be held on Thursday 19th November 2015, 6 – 8pm.

Date of next meeting

Approx. 3 months to fit with Dr Alford's duty rota.