

Chapel Row Patient Participation Group

Meeting Held on 9 January 2008 @ 7:30pm

Present:

Erica Tipton (Chair)	Christine Ewing	Ros Witcomb
Winifred Fleming	Durran Heslop (Parish Council)	
Dr Edwards-Moss	Paul Gomm (Practice Manager)	

Action

Apologies:

Mrs Cynthia Newman, Mrs June Lawes

Minutes of the last meeting:

The minutes of the last meeting were agreed to be a true representation of that meeting.

Matters Arising:

None

Agenda Items:

Surgery Car Park

- Dr Edwards Moss advised the group that following our trial of longer appointments for patients in September and October last year, we have now introduced 15 minute appointments for all Doctors in their morning surgeries on Tuesday to Friday.
- The Monday morning surgery remains unchanged.
- The aim of this change is to allow patients to have more time with their doctor and also help alleviate some of the pressure on the surgery car park.
- Patients frequently take more than the allocated 10 minutes per appointment as they often bring more than 1 or 2 problems to each consultation and so this means the doctors overrun their allotted appointment time. This of course has a knock on effect as more patients are kept waiting and thus we have more cars at any one time in the surgery car park.
- The change to 15 minute appointment slots should help to reduce the pressure on the car park as less patients will be kept waiting as each patient is able to have a little more time with their GP.
- The Doctor's morning surgeries (on Tuesdays to Fridays) will now start at 8.40am and run on until closer to midday, so that we see the same number of appointments, but over a longer period.
- There was some anecdotal evidence presented at the meeting that Monday mornings are still very busy at the surgery and in the car park. Dr Moss explained that this is a reflection of people bringing weekend problems to the surgery on a Monday morning.
- Dr Moss also confirmed that the partners are considering some alternative sites for patients to collect their repeat medications from, which we hope will be more convenient to patients and also reduce further pressure on the surgery car park.

DOCTORS

Patient Panel

- Ros Witcomb attended the last Patient Panel meeting at the West Berkshire Community Hospital on behalf of our PPG.
- Ros found the tour of the hospital most informative and found the topics discussed at the meeting of interest.
- At the meeting the Berkshire West Primary Care Trust (PCT) representative, gave an undertaking that the PCT will strive to “protect and improve” the services available at the West Berkshire Community Hospital in Thatcham.
- The purpose of the Patient Panel is to have representatives from all the Practice Patient Participation Groups to meet as a forum to discuss issues which may be common, to other PPGs, or at least of interest to patients.
- The aim of the Patient Panel is that patient’s comments are discussed, recorded and presented to the place where the patients feel change is needed.
- Mrs Winifred Fleming agreed to attend the next Patient Panel meeting on 10 January 2008 on behalf of our PPG.
- At this meeting, Mark Harris (Head of Service Redesign and Practice based Commissioning at the Berkshire West Primary Care Trust) will be making a presentation about “Practice Based Commissioning” which Mrs Fleming will provide some feedback on at the next PPG meeting. In addition the Patient Panel meeting minutes will be displayed on the PPG notice board in the surgery waiting room as usual.
- Mrs Erica Tipton agreed to attend the following Patient Panel meeting on 6 March 2008 on behalf of our PPG.
- Christine Ewing agreed to attend the following AGM Patient Panel meeting on 24 April 2008 on behalf of our PPG.
- Mrs Ros Witcomb agreed to attend the next Patient Panel meeting on 12 June 2008 on behalf of our PPG.

Mrs FLEMING

Mrs TIPTON

Miss EWING

Mrs WITCOMB

Private Provider Screening Clinics

- This issue has been superseded this week, due to the announcement by the Prime Minister of more screening clinics across the NHS in 2008.
- We wait with interest to see how this develops.

Any Other Business

Hospital Appointments Booking System –

- A question was raised as to how reliable and effective is the computerised booking system for patient’s appointments at hospitals, since the anecdotal evidence is that once an appointment has been arranged, the hospital can and do cancel these and advise patients to “call back in a month or so to book another date”.
- Dr Moss advised that the computerised appointment booking system is called “Choose & Book” and is still not working properly for all practices. Once an appointment has been made the patient must be seen by the specialist referred to, within 18 weeks.
- It is becoming apparent that if a hospital feels that they are unable to treat the patient within the 18 week target created by the referral, they are on occasions, then asking the patient to re-book at a later date – something which should not routinely happen of course.

Patient Survey –

- The surgery conducted it’s annual Patient Survey in October last year and the results of this have now been received.

- Dr Moss and Paul Gomm (Practice Manager) discussed the results with the PPG members present.
- The total responses to each of the 19 questions asked on the patient survey are evaluated and an overall score out of 100 is achieved for each question.
- The total scores for all of these patient surveys completed in 2006 across England are also evaluated, so that an average per question score for the whole country can be obtained and used as a “benchmark” to compare any practice to the average score across England.
- Chapel Row Surgery scored at or above the benchmark in 10 of the 19 questions.
- The surgery scores which were below the benchmark were for the following:
 1. Surgery Opening Hours
 2. Availability of a particular GP
 3. Availability of any GP
 4. Waiting time at the surgery
 5. How well a doctor listens to the patient
 6. How well a doctor puts the patient at ease
 7. Doctor’s patience
 8. Ability for the patient to understand their problem after visiting the GP
 9. Ability for the patient to keep healthy after visiting the GP
- The Doctors have discussed the results obtained to the above questions and feel that with the recent introduction of increased appointment durations, this will help to increase patient’s satisfaction with numbers 2 to 9 above.
- When a consultation is longer than 10 minutes, our Doctors anticipate that patients will have more time to discuss their problem and their satisfaction levels in relation to the questions 2 to 9 above, should improve.
- The Doctors would particularly like to hear the views of any patients (and non patients), outside of the annual patient survey, who would like to make any suggestions or comments regarding the service we provide. The Doctors will then fully consider the comments received and make appropriate changes to the service we provide.
- Dr Moss also went on to advise the PPG members that the Government is currently in discussions with GPs in England about offering extended opening hours to patients. This may mean staying open longer than 6.30pm on weekdays (as we currently do) or opening on some part of a Saturday.
- The discussions are on-going and should this become part of our routine hours, then perhaps this will satisfy the patients who feel dissatisfied with our current opening hours.
- Saturday morning surgeries were removed in April 2004 when the Government offered GPs a new contract to provide GP services to the NHS and in itself was quite an unpopular part of the new GP Contract which GPs had to accept.

Surgery Telephone Answerphone –

- Durran suggested a solution to our surgery problem of the answerphone malfunctioning after a power cut and that is to install an uninterruptible power supply for the answerphone and possibly the whole telephone system to ensure continued operation during a power cut.
- Doctors will consider this most welcome suggestion.

DOCTORS

Meeting closed at 8.55pm

Date of Next Meeting

Wednesday 23rd April 2008 @ 7.30 pm at the Surgery