

# GROSVENOR MEDICAL CENTRE

## PATIENT GROUP MEETING

4 March 2013

**Purpose of the meeting:** To review the results of the 2012/13 survey and agreed an Action Plan according to outcome that need addressing. Also to provide the panel with an update of current developments within the practice.

### **Present:**

Dr A Spooner – Senior Partner, Grosvenor Medical Centre  
Rachel Lloyd – Service and Patient Participation Group Administrator  
Caroline Harley – Practice Manager, Grosvenor Medical Centre  
Trevor Gomersall – Patient Panel Representative  
Sylvia Davey – Patient Panel Representative  
Michelle Bromhead - Patient Panel Representative

N.B. This meeting was held at 6.15 pm to see if this was a better time for any of the virtual panel members to attend should they wish to do so. One member of the virtual panel did attend. These members are important to the group so, as is the norm, the virtual panel members will be circulated with the minutes to bring them up to date.

### **1. Review of events since the last meeting in January 2013**

Towards the end of December 2012 the practice went onto a new version of EMIS the computer system that the practice uses for patient records and appointments. The new system is a web based system with more functionalities than the previous system. All practices are being migrated onto this new system. In order to move smoothly onto the system the practice had to have three weeks of book on the day appointments to allow the Doctors, Nurses and staff to get used to the system.

Unfortunately the practice had no choice as to when the timing for the change would be and unfortunately it did coincide with the Christmas and New Year period. This did cause some frustrating times for patients as they could not book appointments in advance and due to this a lot of patients have now got used to only telephoning on the day. Appointments in advance were restored in mid January and the on-line appointments go live again in April. It has been challenging to restore confidence in patients that appointments are available to book in advance but this is slowly improving.

### **2. Survey results**

The survey took place in the first two weeks of February at both surgeries. Surveys were available on line and in the waiting room. The patient panel also came into the waiting room to meet with and to talk to patients and to encourage patients to complete a survey. This was a valuable exercise as the panel understood some key issues: getting through on the phone, the time they waited before being seen not realising that some people may need a little longer. The panel also observed that not a lot of people used the 'touch screen' to book in for their appointment preferring to queue at the reception desk. This raised a lot of discussion at the meeting as to how patients could be encouraged to use this facility. There was also the concern that maybe the screen doesn't always work well i.e. seems to be slow to react. It may, like all equipment, need a service.

The survey results for the questions asked were collated to include, where applicable, results from previous years for comparison. Packs were circulated to attendees at the meeting. Some new questions were added so inevitably these would have not comparable data on this occasion. Although in last year's survey the results demonstrated an improvement in the appointment system compared to the previous year this was not the case on time. This was disappointing to the practice although, as discussed at the panel meeting in November, there had been a number of challenges that the practice had faced in 2012 with Doctor shortages, just before Christmas the practice had got back to full capacity GP wise. The transfer to the new computer system had been problematic but this was not wholly contributory to the survey outcome. Getting through on the telephone was still an issue more so at the main surgery than the branch surgery.

However once patients got to see a GP their experience within the consultation and with their treatment had improved from the previous years. Indeed the results were very pleasing.

The Patient Panel wondered if some of the patient disappointment was due to the loss of the Saturday morning and late evening surgeries which patients found convenient. The panel was also advised of the low uptake of patients registering to book on-line and felt this was something that should be promoted. Also not many people have registered to order repeat prescriptions on line.

### **Action Plan Proposals**

The survey is a tool for gaining useful information but importantly making visible change and improvement. This is why patients are important in the survey process and also by being part of our patient panel. Our patient panel can assist in helping to develop services that both patients and staff see clear improvements. There will always be a need for improvement around waiting times for appointments, waiting times in the surgery and getting to see the doctor of their choice. These will all feature highly in patients' wish lists. These may not all be achievable when doctors work part time and this is important for patients to be aware of.

Key points from the survey that identified by the panel:

Publicise the results: Patients like to see survey information and how this information is displayed is important. Patients like the information to be clear and also to understand any problems. The patient group is important in helping the practice to understand how to communicate with patients and to ensure that the patient group is representative of the patient population.

Raising awareness:

- The emergency surgery is becoming a 'mop up' surgery for times when a routine appointment is not available. The emergency surgery is for a problem that is urgent and the appointment length is shorter than a routine appointment which patients don't always like.
- There was some discussion around the number of appointments per month that patients do not keep. This staggered the panel who felt this should be publicised to encourage patients to cancel appointments they are not able to keep. Even if they cancel on the day the appointment will always be used.
- Waiting time in the surgery. If a patient has to wait a while before they see the doctor this may make the patient anxious. Also the doctor may become stressed that they are

running late and know that patients may not be happy. Sometimes patients can take longer than expected in their appointment with a difficult problem and often other patients are not aware of this. It is therefore important to make patients aware of this to help in their understanding that the delay is often due to a genuine problem. The practice felt it was important for the patient to understand this.

- Encourage people to use the 'touch screen' for booking themselves in
- Publicise the availability of being able to book on line and to order repeat prescriptions on line.

Communications: Ensure that any changes to the practices are communicated to patients including general updates of things that have happened in the past year or are planned for the future.

Promote the patient panel to recruit new members: Encourage patients to take away a form to fill in expressing an interest in joining the panel. Patients may be unsure of whether they will be able to make a valuable contribution to the Patient Panel. If a patient fills a form in to express an interest in joining the panel the current panel members have offered to have a pre-meet with the patient to help them understand how they will be involved in the work that the patient panel undertakes. It is important for panel members to be well informed and involved in the meetings that are held. The practice also knows how important it is to keep the panel up to date with practice developments including if doctors are retiring, leaving or joining the practice. Panel members to be provided with a badge so that if they are in the waiting room to talk to patients, patients can clearly understand their role.

The patient panel notice board is in the foyer area and can be used for updating patients with things that are happening.

### **Action Plan**

The practice agreed to firm up an action plan to take forward the suggestions. All of the survey process, results and subsequent action plan will be put into a report that will be uploaded onto the practice website for patients to view along with meeting minutes.