

Dr N J Allen & Partners
Gudgeheath Lane Surgery

Patient Reference Group Meeting Tuesday 9th January 2018

Attendees

Caroline Toone	Practice Manager
Katy Porrett	Office Manager
LI	Patient
JC	Patient
RH	Patient
IC	Patient

Apologies: SC, GN, RB, GT

Friends and Family Test

The group were informed that the practice is still receiving good feedback from the patients. Most patients are extremely likely to recommend the service we provide to a family member or friend. Most responses came from our text messaging service. The group think it would be useful if the doctors handed out friends and family forms to patients as they leave their appointments to encourage more feedback.

Complaints

We have received more compliments than complaints. The practice has been reporting up to the CCG to inform them of reoccurring issues that hospitals have been forwarding onto the practice. One issue is hospitals not giving patients sick notes when required. This reporting system is helping to ensure primary care and secondary care are both fulfilling their responsibilities to patients.

Terms of Reference

The group were asked if they were happy with the way the group was being run. Many other groups are led by PPG members with practice staff just attending meetings in order to share information and to listens to ideas and suggestions the group have. Members feel their role is more of a voluntary position and would like to keep the structure of the group as it is.

Review of Flu Clinics

The surgery has vaccinated more patients than ever before this flu season. The flu clinics went well and were well attended. Thank you to everyone who helped out. Once again we were affected by not having the children's flu vaccination for the first clinic. Moving forward children will not be invited to the first flu clinic in order to

avoid a wasted journey. We were also affected by staff sickness. For the next campaign there will be back up staff put in place in order to avoid this situation again.

Carers Coffee Morning

The suggestion of a carers coffee morning was put to the group. The group feel that this is a good idea. The group will organise the event and will liaise with the surgery in order for us to send out the details to all our registered carers. Group members will need to share their contact details with one another in order to facilitate this project. 'The Hub' on Highlands Road was suggested as an appropriate venue. Members of the group will report back at the next meeting with further details.

Patient Experience Action Plan

The CCG sent out some questionnaires to patients across the Fareham and Gosport area to find out how they felt about the service they received from their G.P. practice. The area that the surgery scored lowest in was ease of getting through to the surgery on the telephone. We conducted an audit for two weeks in December where we logged each call recording the time of the call and what the call was regarding. The results from the audit were similar to previous years. The surgery has two receptionists answering the telephones each day. We are encouraging patients to use the online service as it can be accessed twenty four hours a day and requires no queuing. Members of the group confirmed that the online service is easy to use.

Patient Survey

In February we will run a patient survey within the surgery and on the surgery website. If anyone would like to spend some time in the waiting room encouraging patients to engage with the survey in February please let Katy know what date and time would suit you best.

Improvements made to the Surgery

The following improvements have been made to the surgery over the last year:

- The obesity and diabetes community board.
- The lowering of the reception desk
- The T.V. in the waiting room
- The sample box at the front of the reception desk
- Lunch time closing for reception
- Training for staff from Community Action Fareham
- The promotion of electronic prescribing and online services
- Wall mounted apron and glove holders in the treatment room

Please come to the next meeting with more suggestions of areas of improvement for the coming year.

The next PPG meeting will take place on Wednesday 18th April at 1pm