4th September 2017

At 13.00

Lime Tree & Sinnott Healthcare

In attendance

**Patient Participation Group Members**

Eze Affia

Brian Halter

Sema Yildiz

**Representing LT&S Healthcare**

Dr Elizabeth Shui

Dr Nandita Shirsalkar

Dr Anie Ayelabola

Joy Glasgow Practice Manager

Hayley Winyard Admin/Receptionist

Lorraine Hoy Admin/Receptionist

Sue Demetriou

Agenda

Results of NHS National GP Patient Survey

AOB –Recruiting PPG members

The PM gave all attendees a copy of the GP Patient Survey which is run by Ipsos MORI.

The group started by looking at the areas that need improvement which are as follows:-

**What this practice could improve**

These are the three results for this practice that are the lowest compared to the CCG average.

* + **34% of respondents usually wait 15 minutes or less after their appointment time to be seen**

Local (CCG) average: **53%**National average: **64%**

* + **29% feel they don’t normally have to wait too long to be seen**

Local (CCG) average: **29%**National average: **58%**

We acknowledge that we are lower than the local and national average, it is difficult to improve on this as the GP’s stated the patients come in with multiple problems.

PM stated that some neighbouring practices operate a one problem one appointment system, this may help with time management but then would increase demand for appointments.

ES Stated it would be difficult to implement that system here if you tell a patient that you are dealing with only one problem and they need to make another appointment you are adding to their anxiety if they have waited to see a specific doctor.

NS Also stated that it would increase demand for more appointments.

EO Stated that as a patient he would rather wait 15 minutes and have his problems dealt with rather than come back for another appointment. The other PPG members agreed with statement.

BH stated that of course no one likes to be kept waiting but the clinical care here is excellent and I understand the wait is because the GP’s are doing their best for the patient. He also stated that you are not kept waiting on every visit and the return rate for the survey is only 95 out of 300 or looking at it another way 95 out of 6000 odd patients.

Dr Ayelabola stated that the practice is looking at its skill mix and would like to employ a Physician Associate or a Nurse Practitioner to be able to stream/signpost patients to the correct clinician and manage minor illness . This would free up GP time to deal with patients with Chronic illnesses and long term conditions and sign post acute non- urgent cases to the correct clinician. That would be to see the Nurse Practitioner or Physician Associate. We used to have a NP and it worked well however she left as she was moving. We employed a practice nurse as there was a shortage of NP’s at the time.

It is in our Business Plan to employ an NP or PA for when we move to the

new premises.

* + **40% of respondents find it easy to get through to this surgery by phone**

Local (CCG) average: **59%**National average: **71%**

The PPG members verified that they sometimes find it difficult to get through on the phone and we note that we are below the local and national average.

The PM said that following the results of the National Survey she was going to run a telephone audit to gage how long patients are waiting for the telephone to be answered . She has already prepared the data collection sheets and spoken to staff to engage both reception and administration to ensure they accurately record the data. They have been given the data collection sheets. We will get the staffs views on why they think this happening then based on the audit data look for a solution to the problem.

There was further discussion on this but it was agreed the audit would be the best way of finding a way forward to address to the issue. To look at bottlenecks when patients are phoning in and staffing levels at those times.

* + **69% of respondents were able to get an appointment to see or speak to someone the last time they tried**

Local (CCG) average: **78%**National average: **84%**

The practice was surprised by this result but is mindful that the

survey is based on 95 responses. We offer telephone triage and

call patient back re results and other queries. We would have to

look at this.

The PPG did not share this experience. But suggested we look at

our access.

The PPG said there are some very positive results in the survey and cited the results below: -

* 92% find the receptionists at this surgery helpful
* 95% say the last GP they saw or spoke to was good at listening to them
* 92% say the last GP they saw or spoke to was good at explaining tests and treatments
* 93% say that the GP was good t involving them in decisions about their care
* 97% had confidence and trust in the last GP they saw or spoke to
* 95% had confidence and trust in the last nurse they saw or spoke to
* 80% describe hey overall experience of this surgery as good this in line with CCG average of 80%

As a practice, we would like to improve on the 80% overall experience of this practice. We discussed this as a group and it was agreed to run the telephone audit first. Then look at doing an in-house survey in the next 6 months before the next National Audit to see what patient’s views are.

EO stated we need to increase the membership of the PPG which appears to be very difficult at the moment. Initiatives we have taken as a PPG is to come in and speak to patients to encourage them to join, this has not been very successful. Present members due to other commitments do not have a lot of time invest at the present time. It needs more members who can dedicate themselves to creating a functioning PPG with a Chair, Vice Chair and Secretary. The PPG were given details of the CCG they can register and attend meetings with other PPG groups in Waltham Forest to learn best practice. The PPG were also invited to attend Lime Tree Surgery next meeting date and time to be cascaded as they have a very proactive group.

As a practice

* We have posters up in the practice.
* Invitation to join is attached to our New Patient Registration form
* It is on our Website
* We have attended CCG meetings on how to increase uptake.
* It would be beneficial to get more patients involved representing different age groups and ethnicities.

The practice will discuss with their staff to see if anyone has a particular interest in taking the practice lead and being the liaison for the PPG. The previous staff member that wad involved has since left.

Next meeting to discuss results of telephone audit.

Meeting ended 14.30

Next meeting to be held in the evening as it is more convenient for the PPG members. Thursday 18th January 2018 19.00