

Jenner Health Centre

Patient Participation Group

Meeting Date: Tuesday 7 February 2012 @ 19:00pm

Attendees:

- Karen Burrill – Chair
- Dr Andrew Anderson
- Dr Anil Nair
- Simon Stitson (Practice Manager)
- Annette Glazier
- Pamela Potts
- Paul Phillips
- Sheila White
- William Old
- Sue Carter
- Cindy Poli
- Dee Laws
- John Dunham
- Marian Dunham
- Cheryl Jakes
- Nicky Spriggs

Apologies:

- Dr Adriaan van Biljon
- Dr Gillie Evans
- Jackie Brisbane (NHS Cambridgeshire)
- Graham Moores
- Trudy Lapinskis
- Pearina Marriott
- Penny Fisher
- Dena Old
- Linda Arbon
- Sheila Burrill
- Edward Burrill

Minutes:

- Karen Burrill opened the meeting and thanked all for attending.
- Karen explained that the main objective for this evening was to review the results of the 2011/12 patient survey and to discuss an action plan to identify areas and ideas for moving things forward.
- Karen welcomed Cheryl Jakes to the meeting. Cheryl supported the PPG by attending the first coffee morning in October 2011 and selling

cards with a donation to the Practice PPG fund. Cheryl has now joined the PPG and everybody welcomed her to the Group.

- Karen also welcomed Nicky Spriggs to the Group and to the meeting.
- Karen offered apologies from Edward Burrill. Edward will also be joining the Group but was unable to attend this meeting.
- Couple of amendments to the minutes from last month's meeting – Pam Potts sent apologies for the meeting and Simon had provided an update on the Practice flu vaccination uptake for the winter season which had not been noted.

Review of the Practice Survey 2011/12 and Action Plans

- Simon started by thanking everybody again for all their help and support with the Patient Survey.
- The Group reflected that the Jenner PPG had been the main driver behind compiling the Borderline Patient Survey which has been used in a modified version across the Borderline Cluster. Simon thanked all those who had contributed to devising and producing the survey.
- The survey had been distributed by the PPG members – both in Practice and at local events attended by or organised by the PPG. These included the Whittlesey Festival and the PPG coffee morning in addition to support the Practice Flu Clinic morning. The PPG members had worked hard in encouraging patients to complete the survey and accessing a representative sample in terms of age, sex, ethnicity and other factors.
- Simon had distributed the survey results in advance of the meeting so that everybody could have an opportunity to read and reflect on the results. A slightly updated set of results will become with an extra 40 or so surveys but the overall results are not expected to differ.
- The results and the action plan will be posted on the Practice website with hard copies available from reception and a copy attached to the PPG noticeboard so that the results are distributed as widely as possible.
- Simon asked how the Group would like to go through the survey and Karen suggested that Simon ran through the main questions and results and highlighted the key points for the Group to review and discuss so that thoughts and an action plan could be captured.
- Simon added that he also had the results of the similar national NHS survey for July to September 2011 – the results for the September to December reference period that our survey was distributed during would not be available until April 2012. It was hoped that this results would still provide a suitable comparison between the Practice and the national figures so that key trends and differences could be noted.
- **Q1 – accessing the building** – Although the majority of scores were in the easy and fairly easy category, parking continues to be a concern and the Group discussed how this could be improved.
 - Simon explained that the Practice was land locked and that car use had increased significantly since it was built. Had previously looked at expanding car park but shape and location

would not yield more spaces just more turning room.

Residential parking in the Practice car park is an on-going problem and has been addressed previously.

- Group discussed whether any of the current site could be used for additional parking – side or rear of the building?
- **Action Points –**
 - Simon to review whether any of current site can be used for additional parking
 - Quote to remove cobbles from current parking
 - Parking bays to be marked out and disabled space added
 - Practice will write to local residents instructing them not to use car park for residential parking again.
 - Shared parking with the Falcon sign to be reinstalled in Practice car park.

- **Q2 – Reception** – Results were very encouraging, Practice scored 95.1% between Very Helpful and Fairly Helpful with a national average of 89%

- **Q3 – Getting through on the Phone** – Practice scored low in this area with the bulk of results (51%) being distributed between not very easy and not at all easy. Nationally the score is 78% easy. This highlights a development area for the Practice. Results have been low in previous surveys but had been improving. Subsequent questions reflected generally good feedback once through on the phone but difficulty with the access. Group discussed this feedback in detail and whether investment in a new phone system would improve access. Simon explained how the triage system worked and the Group discussed answerphone options.
 - **Action Points –**
 - Simon will ask BT for an access survey to show breakdown of incoming calls at different times of day to help with staff deployment.
 - Additional internal resource will be allocated to incoming calls at the start of each day.
 - An answerphone option for appointment cancellations only will be looked at.
 - Comfort messages (while on hold) will be reviewed to include information about booking on-line, calling at different times of the day.
 - Simon will investigate whether current phone system can advise callers of their position in the queue.

- **Q4-Q7** were reviewed with comments relating to telephone access again noted as per previous discussion.

- **Q8 – Waiting Time for Appointment** – Practice scored 48.7% of patients waiting 5-15 minutes compared to 58% nationally and 33.9% for 16 to 30 minutes compared to 39.9% nationally. Group discussed how to encourage patients to take joint responsibility for the 10 minute

appointment time and about booking double appointments for more complex problems. Dr Anderson explained that some consultations can take longer and the Practice is always there to support patients but understands the frustration that can be caused by waiting.

- **Q9 & Q10 – Seeing Doctor you prefer** – Simon explained that national figure is 56% of patients having a preferred Doctor compared to 77.5% at the Practice and this can lead to some Doctors getting quite booked up. Group asked about additional female GP capacity and Simon explained that no current funding available to secure additional female GP capacity, although Practice did recently invest in additional Nurse capacity.
- **Q11 & Q12 – Practice Opening Hours** – Simon advised that Practice had scored above national average in all options for this area with 85.6% of patients expressing satisfaction compared to 81% nationally. The national survey feedback pointed to weekend, later evening and lunchtime opening. Practice feedback centred on opening later and opening at the weekend. Andrew and Simon explained that Practice already offers extended access but is not funded to open at the weekend. Spreading current staff and capacity over longer hours is not always practical to maintain the full range of services but some additional later capacity could be explored.
 - **Action Points** –
 - Simon to look at whether additional late appointment capacity can be identified.
 - Andrew to discuss with Practice partners about later appointment clinics.
- **Q13 & Q14 – Seeing the Doctor.** The Practice scored highly in this part of the survey with all scores for Good and Very Good feedback (94.7% to 91.4%) higher than the national average (88% to 76%). All feedback from the surveys has been fed back to the individual clinicians.
- **Q15 & 17 – Access to and Seeing the Nurse.** Again the Practice scored highly here with clinical feedback rating between 85% and 94.7% compared to 78% and 81% nationally. Access was also rated good from the results of the survey.
- **Q18 & Q19 – Repeat Prescriptions** – The Practice scored 92.9% of patients saying that it was easy to obtain a repeat prescription. Feedback from the comments was noted.
- **Q20 & Q21 – Practice Website** – feedback from patients about the Practice website will be taken in to account when the content is next reviewed.

- **Any Other Feedback?** Simon asked the Group whether they had any other feedback about the survey or any other patient comments they would like to discuss or ideas for the future?
 - Waiting Times for First Available Doctor appointments at lunchtime were discussed and Andrew advised that Practice would change the time patients were asked to arrive.
 - Baby Changing facilities were requested along with a disabled toilet – Simon advised that these would be integrated into improvements to the Reception Area and patient toilets.

PPG Meeting – Non Patient Survey Items

- **Fundraising and EMG Machine** – Annette confirmed that Simon had obtained prices for an EMG machine. PPG have been fund raising towards purchase of this equipment since Sept 2011. Cost is £407.00 + £300 for the software, plus VAT. Andrew cautioned that we would need to ensure that this would be the best use of the raised funds as, although a valuable piece of equipment, the take-up/usage may be lower than expected. PPG members were concerned about this and discussed whether it would be appropriate for it to be shared with other Practices also. PPG discussed and agreed that ensuring best use of funds was important and Andrew would look to see if there was alternate equipment that may be used more. PPG will then put this proposal to patients.
- Karen reminded all about the Fenland Health & Wellbeing event on 23 February 2012. Simon has obtained timings and e-mailed to Pam. Pam, Annette and Graham are looking to attend and will feedback any important information.
- Karen thanked Cheryl Jakes for her donation of £26.00 to the PPG fund from cards sold at the Coffee Morning and through Jenner Reception.

Hog Roast and Quiz Evening

- Pam and Annette fad back to the Group about plans to hold a Quiz Night and Hog Roast. Only available date is 19 May 2012, cost of Hog Roast would be £7.00 per head – with a suggested ticket price of £10.00 per head. PPG members could bring desert or make deserts for the evening. Attendees would bring their own drinks as no bar would be offered. Event would be held at St Andres. Hog includes salads, bread rolls, apple sauce.
 - Cheryl will look into the Quiz element and how this can be organised – has a contact who may be able to do this for us.
 - Pam has arranged the hog roast for 19.05.2012
 - Graham is keen to help out with the event
 - Annette will book St Andrew's hall for 19.05.2012
 - Nicky and Sue will also help with the event.
 - Karen will form a committee to organise
 - Paul will arrange a flyer for the Hog Roast and also promote via Discover Whittlesey

Children's Disco

- Group reviewed the format of this proposed event and agreed on a children's disco with Mums and Dads at St Andrew's Hall.
 - Nicky can arrange a free children's disco
 - Cheryl and Nicky will work together and organise
 - Date for event to be advised
 - Will be held during the day in the school holidays

Talent Show update – 25 February 2012

- Group ran through final plans for the Talent Show on 25 February 2012 at St Andrew's Hall.
- Still looking for donations for raffle prizes – tickets will be sold and prizes drawn on the night.
- All arrangements are in hand and everything is coming together as planned. Annette is co-ordinating.
- Last rehearsal will be held on 15th February at 19:30pm at St Andrew's Hall – all acts are aware. An on-the-day rehearsal/run-through will take place on the Saturday from 14:30pm, setting up will start at 12:30pm.

Next Coffee Morning

- Group discussed plans for the next Coffee Morning and how often these should be held. Group decided to hold a Coffee Morning every other month and will put together a programme in advance.
- The next coffee morning will be held on Thursday 29.03.2011 between 10:00am and 12:00noon at St Andrew's Hall.
 - Karen, Pam, Cheryl, Sheila and Marian will organise this event.

Feedback from the Practice

- Main feedback for this month was to review and discuss the survey results.

Any Other Business

- Simon will add a poster showing the date of the next PPG meeting to the noticeboard as dates vary between first and second Tuesday of the month to accommodate bank holiday weeks etc.
- Sheila asked if we could hold our meetings in a circle of chairs – Group agreed and will implement from next meeting.
- Next meeting will be **Tuesday 13 March 2012 at 7pm at Jenner Health Centre.**