

ST.DAVID'S FAMILY PRACTICE

PATIENT PARTICIPATION GROUP

Minutes of meeting held Thursday 19 February 2015

To discuss the analysis of patient survey data and development of Action Plan.

Present:

Dr B Oberai (GP Senior Partner)
Nigel Westbury {NRW} (Practice Manager)
Mrs P Lewis (PPG Committee Member)
Mr J Hull (PPG Committee Member)
Mr J Purser (PPG Committee Member)
Mrs J Sleep (PPG Committee Member)
Mrs J Lord (PPG Committee Member)
Mrs C Archer (Patient)

Apologies:

Mrs V Turner (PPG Committee Member)

Absent:

Mrs S Moloney (PPG Committee Member)
Mrs F Godden (PPG Committee Member)
Mrs N Patel (Patient Representative)

The GP Partnership met on Tuesday 3 February 2015 to discuss the preliminary findings and approved the areas that it was felt required taking to the PPG meeting scheduled for 19/2/15. This meeting was Chaired by NRW and attended by the following:

Drs Oberai,Rai, Sodhi, Drepaul and Mrs Phillips (Reception Manager)

Overall, the Partners were satisfied that the responses were encouraging. All delegates had received an analysis of the survey prior to the meeting

- NRW thanked everyone for attending and introductions followed
- Committee Member Janet Sleep gave a brief presentation to the delegates, updating them on the CCG Locality meetings she had attended as our PPG Representative, particularly around the sharing of patient records
- NRW reminded the Members that our underlying aim is to ensure that patients are involved in decisions about the range and quality of services
- NRW outlined that the main purpose of today's meeting is to provide the PPG with an opportunity to discuss survey findings and reach agreement on significant changes to services. If deemed appropriate consider the responses, identify action points, set out survey findings and any reasons why findings should not be implemented, prepare and agree a draft plan for working up, identifying "achieved by dates" & Lead personnel and circulating to the PPG membership for approval
- Publish survey findings and details of action plan in Waiting Area and practice website (by March 2015) - and subsequent achievement (April 2015 onwards)
- NRW explained the methodology used: approx. 500 surveys issued randomly to patients visiting the Practice between 5/1/15 and 23/1/15
- All responses received were included in analysis. There was no "cherry-picking" and all comments have been included "warts and all"
- NRW thanked Committee Members Janet Sleep and Jill Lord for kindly assisting patients in completing the surveys over the course of the survey period

The PPG commented on the lower than expected response rate - 168 out of 500 surveys issued. NRW commented that 213 responses were received for last year's survey, adding that the survey this year overlapped with the Friends and Family Test (FFT) which was introduced in December 2014. Around 60 response cards had so far been received in respect of FFT. Common to both surveys was a question enquiring on the likelihood of our Practice being recommended to others.

NRW acknowledged that the group was still not fully representative of our practice population and that a wider age range and ethnicity profile was ideally needed.

Committee Member Janet Sleep indicated that she would continue represent St. David's Family Practice Patient Group at the Locality PPG meetings, which she finds of great interest. Other Committee Members are also welcome to accompany Janet, if so desired.

Prior to the 2015 Survey being launched, the Committee Members had agreed to use the same questions that were used for the 2014 Survey. This would enable an exact mirror comparison of results to be analysed, something which had not been available in previous analyses.

Survey analysis:

The survey analysis was presented in pie graph format comparing 2014:2015 side by side. With the exception of Question 6b ... "Were you able to get a suitable appointment for your most recent consultation with that Doctor or Nurse," the responses from 2014 were very similar to those received in 2015.. The main reason for the response to Qu.6b slipping from 100% in 2014 to 80% in 2015, was due to a shortage of Practice Nurse appointments for the last 3 months of 2014. Our Senior Practice Nurse underwent surgery at very short notice and we were unable to secure additional nursing resources to cover. That resulted in a build up of patients wanting appointments with the Practice Nurses and the demand could not be matched in a timely fashion.

Discussions took place in support of the analysis covering:

- Electronic Prescribing Service (EPS)
- Phlebotomy service
- Additional services becoming available within St David's Family Practice, provided by both resident clinicians and visiting specialists
- Primary Care Foundation and possible changes to structure of practices' appointments system and our preference to retain a telephone system whereby patients can talk to staff directly at the first point of contact, rather than select various options
- Admissions Avoidance and Care Plans – the prevention of those patients most at risk of being admitted to hospital
- NHS Choices website Star Rating of practice at 4 stars out of a possible 5
- Friends and Family Test (FFT) responses received to date were circulated, evidencing the very positive message that patients are very likely to recommend the practice to others

Following the completion of discussions, the Committee asked that following three matters be further pursued and which will now form the Practices' **Action Plan for 2015**:

1. The Practice brings to the attention of the patients, the diversity of clinical skills that are provided to patients from the St. David's Family Practice premises by **visiting specialist clinicians**, thus avoiding the need to go to local hospitals for appointments
2. The Practice actively promotes the **new Electronic Prescription Service (EPS)**, following the introduction of this service at the end of 2014. This service allows patients to nominate their preferred Pharmacy to whom prescriptions can be sent electronically directly to the nominated Pharmacy, thus eliminating paper prescriptions. This will be supported by marketing and sign posting.
3. In support of Action Plan point 2 above, the Practice will produce **an easy to understand patient leaflet**, explaining the process to register for EPS nomination, getting started and Frequently Asked Questions

Overall, the PPG are happy with the survey analysis.

N.R.Westbury
Practice Manager
20.2.15