

ST.DAVID'S FAMILY PRACTICE

PATIENT PARTICIPATION GROUP

Minutes of meeting held Thursday 3 March 2016

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

Present:

Dr B Oberai (GP Senior Partner)
Dr N Timothy (GP Registrar)
Nigel Westbury {NRW} (Practice Manager)
Mr J Purser (PPG Committee Member)
Mrs J Sleep (PPG Committee Member)
Mrs J Lord (PPG Committee Member)
Mrs M James (Reception Administrator)

Apologies:

Mrs V Turner (PPG Committee Member)
Mrs P Lewis (PPG Committee Member)

Absent:

Mr J Hull (PPG Committee Member)
Mrs S Moloney (PPG Committee Member)
Mrs N Patel (Patient Representative)

The GP Partnership met on Monday 29 February 2016 to discuss the preliminary findings and approved the areas that it was felt required taking to the PPG meeting scheduled for 3/3/16. This meeting was Chaired by NRW and attended by the following:

Drs Oberai, Sodhi, Drepaul, Timothy, Skervin and Malakouti, Mrs Phillips (Reception Manager), Denise Doran, Jenny McKee (Reception team) and Carol Cogbill (Practice Nurse)

3 March 2016:

Overall, the Partners were satisfied that the responses were encouraging. In view of short period of time between results analysis and Committee meeting, it was not possible to provide Members with draft data analysis prior to meeting

- NRW thanked everyone for attending and introductions followed
- Apologies received announced
- NRW reminded the Members that our underlying aim is to ensure that patients are involved in decisions about the range and quality of services
- Brief discussion on outcome of 2015 Action Plan. Recommendations were achieved but the Committee felt that there was still scope to inform patients of the diversity of clinical skills that are provided to patients by visiting specialist clinicians and by the Doctors based here. At present, practice website and NHS Choices carry this info. Practice prospectus does not carry this info due to printing space constraints
- NRW explained the rationale behind 2016 survey format and questions, which would allow a comparison of the analysis of the National Patient Survey carried out in the second half of 2014, to that of the internal survey undertaken in early February 2016. The practices' 4 least performing areas in the National Survey were surveyed again, using the exact same questions (and wording) together with the exact same response options (and wording)
- 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 31 March 2016) - and subsequent achievement (April 2016 onwards)
- All 125 responses received were included in analysis. There was no “cherry-picking” and all comments have been included “warts and all”
- 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 and which would be reflective of the practice patient profile. Attempts to achieve this in previous years and not been successful, although one new Committee Member was recruited in 2014, when Mrs Jill Lord joined. A poster has been prepared for display in public areas seeking additional “virtual” members, where communication would be via e-mail only.

Survey analysis:

The survey analysis was presented in pie graph format with the added benefit of being able to compare, the practice, North West Surrey Clinical Commissioning Group (of which St.David’s Family Practice is a Member) and the National Survey outcomes, to the 2014 outcomes

Question 1, “Do you usually get to see or speak to your usual GP?” failed to see an improvement on the National Survey outcome and this formed the basis of the debate which followed.

The practice believes that the reason why only 59% of patients *see or speak to their usual GP* “always or almost always” and “a lot of the time,” is due to the fact that St.David’s Family Practice patients can access 14 Doctors, due to our status as a training practice. Generally, a non-training practice with a similar list size might only have access to 5 Doctors. The greater choice we are able to offer additionally means that patients have access to a greater number of available appointments

Discussions took place in support of the analysis covering:

- Patients failing to attend appointments
- The “cost” to the NHS of this aspect
- What can be done to reduce this waste of resources
- Other comparison sites i.e. NHS Choices and reviews posted by patients of their experiences at St.David’s Family Practice. NHS Choices website Star Rating of practice at 4.5 stars out of a possible 5. St.David’s reviews were compared to some of the other local practices and which illustrated our practice in a very positive way
- Friends and Family Test (FFT) responses received to date and posted on practice website were viewed, evidencing the very positive message that patients are **very likely to recommend the practice to others**, an aspect reaffirmed by the responses received to Question 5 of this survey

Following the completion of discussions, the Committee asked that following two matters be further pursued and which will now form the Practices’ **Action Plan for 2016**:

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 (1) **clinicians based at St.David’s Family Practice** and (2) **visiting specialist clinicians**, thus avoiding the need to go to local hospitals for appointments. The Committee felt that the information available from the practice website and the practice’s entry in NHS Choices, did not go far enough in drawing patient awareness to this aspect
2. The Practice actively tackles the issue of patients not attending for their appointments. The practice policy on patients that do not attend (DNA) appointments will be reviewed and a series of letters to be sent to offending patients will be drafted, with the ultimate threat of removal from the practice register for repeat offenders. This will be supported by patient education posters displayed in the Waiting Room and the drawing up of a register of those patients that DNA the most being made available to Reception staff, with a view

to these patients being “reminded” of the importance to attend, at the time of making the appointment

Both of these Action Points will be monitored by NRW, with the aim of establishing an *achievement* date of July 2016.

Overall, the PPG are happy with the survey analysis.

**N.R.Westbury
Practice Manager
4.3.16.**