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| PATIENT MEETING |
| Minutes | 30th january 2013 | 12.30pm | lONGROYDE sURGERY |
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| Attendees | Dr A C Brook - GPDr J P Grant - GPJoanne Kellett - Practice ManagerElaine Aderaye – ReceptionistMember 1Member 2Due to illness, several members were unable to attend the meeting and sent their apologies. |
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The group was welcomed to the meeting. The PM explained the purpose of the meeting was to review last year’s survey results and action plan and then develop a survey for 2013-14.

 A breakdown of the results below:

* 97% said appointment access was very easy or fairly easy
* 92% were able to get an appointment easily with the doctor of their choice
* 36% knew appointments can be booked online
* 44% knew can order repeat prescriptions online
* 21% had viewed the website
* 82% use the self arrivals screen
* 85% would not prefer an electronic call board

The action plan for last year:

* Promote the use and raise awareness of SMS text messaging
* Promote the use and raise awareness of SystmOnline
* Promote the use and raise awareness of the practice website

Since last year the number of patients registered for the online service has increased from 170 to 312 and more appointments have been booked online. It was noted that there are not as many appointment slots available online so patients may still prefer to contact the surgery instead.

The SMS text messaging service is working well although it was noted that many patients change their contact details and do not inform the practice. The reception staff are currently obtaining up to date details from patients who contact the surgery.

The group agreed that access is the priority of primary care. The practice does not believe, at the moment, that extended access would be worthwhile. It was noted, however, that there might be demand for more nursing appointments in an evening as patients are not always able to get out of work to attend for blood pressure checks etc.

It was agreed that the practice survey this year would include the same access questions as last year to see if there have been any improvements. We will also ask the same questions around the website and the online service. As Elaine Aderaye has nearly completed her training as a Healthcare Assistant it was agreed that we would include some questions to determine whether patients are aware of the services she can offer instead of the Practice Nurse. We will also include a question to see if patients would recommend the surgery to family and friends.

One of the GPs highlighted that as a small practice we are able to offer good access to our patients but because of our size we are unable to offer a wider range of services that maybe larger practices offer. The group agreed that they appreciate the service a small surgery provides and would not like a larger organisation.

It was decided that the survey would be carried out in the next few weeks and the group would meet in March to discuss the results and develop an action plan for the next year.

Thanks were expressed to the members for attending the meeting.