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| PATIENT MEETING | | | | |
| Minutes | | 20th march 2013 | 12.30pm | lONGROYDE sURGERY |
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| Attendees | Dr A C Brook - GP  Dr J P Grant - GP  Dr J Preston - GP  Joanne Kellett - Practice Manager  Member 1  Member 2  Member 3  Member 4  Member 5  Member 6  Member 7 | | | |
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The group was welcomed to the meeting. The PM explained the purpose of the meeting was to review the recent survey results and develop an action plan for 2013-14.

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| **Question** | **2013** | **2012** |
| Appointment access very easy or fairly easy | 95% | 97% |
| Able to get an appointment with doctor of choice very or fairly easily | 89% | 92% |
| Aware can book appointments online | 69% | 36% |
| Aware can order repeat prescriptions online | 70% | 44% |
| Have viewed the website | 34% | 21% |
| Awareness of Healthcare Assistant | 44% | Not asked |
| Aware what appointments Healthcare Assistant can offer | 25% | Not asked |
| Would recommend surgery to family and friends | 96% | Not asked |

The group felt the results of the surgery were good and asked what the practice’s view was. The practice feels the results generally reflect the service we are trying to achieve but we do get upset by the negative comments. It was agreed that we should focus on the positive that 96% would recommend the surgery to family and friends rather than the 4% that wouldn’t.

Many of the group prefer to telephone the surgery to book appointments and order repeat prescriptions. The practice feels that we are flexible to patients in that we offer personal face to face or telephone contact but also the online facility for those who choose to use it.

The question was raised; do we benchmark our results with other surgeries? Dr Brook responded that we do measure our access against other practices and in particular with Brigroyd Surgery in Ripponden who offer a similar level of access to us.

With regards to services available for patients at the practice, we feel that as a small surgery we offer all we can in the space we have and have never received negative feedback for not being able to offer a particular service.

The group noted that the results highlighted that patient awareness of the Healthcare Assistant and what she can offer is low. It was agreed by the group that raising the awareness of the Healthcare Assistant would be a priority for the practice this year and will be included in the action plan.

The question” Is there pressure to merge the surgery with others to make a “super practice”?” was raised and what could the group do to prevent this happening. Dr Grant commented that a few years ago there was a possibility of a “super practice” in Brighouse and some of the other local surgeries were keen to join, however, Longroyde Surgery was and is still not interested in merging.

Dr Brook again emphasized our excellent access and he constantly tries to get other practices to adopt the same approach as us. He believes patient satisfaction is better in a small practice and asked the group to extol the virtues of a small practice to others. The group expressed their gratitude that they can get an appointment easily when they hear stories from friends about access at other practices.

The practice is currently looking to buy a new telephone system and the group was asked if they would prefer the automated answer service e.g. press 1 for appointments etc. The group all agreed that they still prefer the personal approach of being connected directly to a member of staff. The group still does not want the practice to install a “patient call board” as again they like the personal approach.

Joanne Kellett was asked if we monitor the rate of “non attenders” for appointments. She confirmed we do and we have noticed a reduction since we started the SMS text reminder service. Dr Brook also commented that offering immediate access also reduces the number of missed appointments.

A concern was raised that sometimes an item is not added to a patient’s repeat list and they then have to come back in to see a GP before they can get another prescription. The practice recognises that items are not always put on repeat when they should be and are addressing this.

The question as to whether some of the trees in the car park could be removed was raised again and it was agreed that this would be taken forward and included in the action plan.

One group member mentioned that the front desk is a bit open and patients waiting can hear what is being said. The practice is aware that the area is not very private however we do have a hatch in the entrance hall or patients can ask to speak to the receptionist away from the front desk if they wish.

The following action plan was agreed with the group:

* The practice will increase the awareness of the Healthcare Assistant and promote the appointments that she and the Practice Nurse can carry out
* The practice will investigate if any of the trees in the car park can be removed to allow better access

The next meeting will be held at the surgery later in the year.

Thanks were expressed to all members for attending.