**PPG Meeting 13th July 2017**

**Present: Dr O.A. Syed**

**Dawn White** – **Practice Manager**

**James Telford**

**Gerard Hand**

**Walter Wheatley**

**Mary Cromarty**

**Dennis Cromarty**

**Topics discussed : GP National Survey Results 2017**

**2 Female GPs additions to practice**

**On line services**

**Pending Flu campaign**

We thanked the PPG for coming and it was pleasing to see new members. It was also very sad that PPG member Roy Smith, had passed away, condolences to Joan Smith and his family he will be dearly missed by the PPG and staff. His valuable contribution over the last few years has shaped the service we now provide.

The agenda discussed today was initially the patient survey which would become the format to discuss other matters. The PPG and the staff were overall pleased with the results of the survey and points.

The good points - we are above the average in many of the questions as the vast majority were happy that they could see their preferred GP which is no surprise given that it is a small practice.

Patients were happy that they only had to wait 15 minutes or less which is above the Liverpool CCG and national average. 97% of patients said they spoke to us and were actively involved with decisions compared with the CCG average of 84%. The practice scored highly in that the surgery was easily contactable and 97% found the receptionists helpful and this is above the average. We scored highly in getting an appointment when they tried and 91% said that that appointment was convenient.

100% of patients said the GP was good at listening to them - above average

100% of patients said they had confidence in the GP which is above the national average and the very high local average of 96%

We asked the PPG in reference to this and they concurred that they had easy access to appointments and GP quality of appointments was good. They liked the fact the nurse would opportunistically deal with their problems rather than ask them to make an appointment again.

The only issue that I noted was that we were only slightly above average where patients say they don’t usually have to wait too long to be seen. Although the average is 60% and we are close to this I wanted to ask the PPG’s opinion on how we could improve this and the general consensus was that the patients felt that if the doctor took his time with patients and should not be inhibited from pressure from surveys. The manager confirmed that people do not actually complain too much about waiting. However, we still should try to work on this and we will take up a suggestion that Mary Cromarty had about putting a poster on the wall letting patients know and apologising in advance for any wait they may be subjected to.

We asked them about the female GP’s that had been involved and what they felt as to whether we should continue having their sessions and there was a general agreement amongst them all that we should retain these GP’s moving forward. However one of the PPG members said they would still like to have choice to whom they have an appointment with.

We asked the newest PPG members about what issues they had ever had with the surgery and Mr Cromarty mentioned that all his medications do not get sent to the chemist under the new electronic prescribing system, in particular inhalers can be missed. The Practice Manager Dawn White explained that this is because some of the prescribed items do not qualify for electronic prescribing and this is being worked on. Mrs Cromarty explained that her recent experience at the practice had been very good and she was very satisfied at the speed in which her referrals where processed.

We discussed on line services and our desire to increase the number of patients taking up these. We discussed this and the PPG suggested sending out letters to patients to see if they wish to take up this option. We advised that we were in the process of changing the message on the telephone system to include online appointments directions and this was recommended by the CCG also. In addition the website will now have been updated to highlight the access to online appointments. We expect patients to now use these and we gave a demonstration as to how it appears on the system showing that there were online appointments available we explained that if online appointments are not taken then they are converted to on the day appointments so that they are not wasted.

We discussed the recent renovations to the surgery and the patients were happy with this, they agreed that the car park should only be restricted to disabled patients and staff.

We discussed the impending flu campaign starting on September 1st and the PPG felt that the system we currently have in place where we have dates where patients are able to walk in and have a flu jab works the best for them.

We thanked the PPG for their very helpful and informative input.