

## PPG Meeting 18.12.18

**Present: Practice Staff.**

**JT**

**GH**

**PB**

**TS**

**DR**

We thanked the PPG for coming and it was pleasing to see new members.

The agenda for today's discussion was to discuss the patient survey, and any improvements that we can make as a surgery to help the patients.

It was commented that there a good variation of demographics who are members of the PPG as we need to make sure we cover opinions from all our patients we have people with serious illnesses, carers, diabetics, and people with young families, patients with sensory loss as members so that we can obtain opinion from all.

One of the PPG members who is a diabetic who said he was very happy with the service the practice provide him especially the care from the Practice Nurse who has managed his diabetes with diet advice and a gym pass referral. He has been attending for weight management to control his diabetes he started off at 17'1/2 stone and has now lost 4'1/2 stone and says he could not have done it without the help he has had. Since his weight loss he has avoided going onto insulin and lowered his diabetic medication. He said he feels so much healthier now and has been a patient at the practice for 30 years but the focus on lifestyle changes have had a big impact on his quality of life.

We then spoke with another new member of the PPG who cares for his mother who has dementia. He said it's very hard at times as he is the sole carer for his mother. He said there is not enough outside information available to help carers know what they are entitled to and she had been assessed. He felt the memory clinic she was under were no help and the medication they provided made her worse. He would like to see more available information for people in his situation. We questioned him on the service he received from the practice in relation to this and he said that the practice always supports him and has helped him in relation to prescriptions and appointments and he did not have a problem with our service. He felt the support he had from the practice as his mothers carer was excellent and knows that a GP from the practice can be called for a visit very readily and he trusted and supported by his GP more that other services he came across.

We then spoke to father of a young family, he stated that the practice always help him with appointments, referrals and prescriptions for all his family when needed and he was more than happy.

Another PPG patient then told us about his experience as he had suffered with a serious illness. He said that the practice always try to help him and was pleased with all the treatment he receives here. He stated that the service he receives here is much better than when he has attended at hospital where he feels mistakes have been made and he lost confidence with the hospital. Overall the care at the practice had continuity and was very good and he feels that The practice always has time for him.

JT said he was happy with the service the surgery provided to him. He has had previous serious illness and was happy with the service then and is still happy now and feels he can access appointments easily and always receives his medication on time.

The PPG commented that about local pharmacy issues provides and had to change pharmacy as he had so many problems there and that may sometimes impact on the surgery. The PM advised that we do have a good relationship with them but patients can go to any pharmacy if they are not receiving a good service. However, it was mentioned that he has had problems also with them over ordering medication for him as he had stockpiles at one point. Dr Syed explained that's why the NHS stopped pharmacies order for patients nationally because it was an issue with a lot of pharmacies not just here. Pharmacies now will be stopped from doing this, a programme undertake by our CCG to halt patient ordering for this very reason.

We then went on to discuss the patient survey which is given out to patients annually. The good points are we are above the average in many of the questions as the vast majority were happy with the service.

**100%** of patients said their needs were met from their last consultation.

**99%** find the receptionists at this GP practice helpful

**99%** had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

**98%** were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

### **Discussion on where we can improve :**

**62%** waited 15 minutes or less after their appointment time to be seen at their last general practice appointment (69% National average) - The PPG that they didn't want to focus too much on this because one the likes of the practice is how much time is given to patient and they don't want patients to be told to reappoint if they mention a second problem. They suggested that measures should be taken to make patients understand via a poster in the waiting room apologising for any wait and mention why this may be the case. We asked the PPG in reference that they had easy access to appointments and GP quality of appointments was good. They liked the fact the GP would opportunistically deal with their problems rather than ask them to make an appointment again.

40% of patients not offered a choice of appointment CW 38% national average - PPG felt that on line appointment taking will help towards giving choice and this will help working patients to book an appointment of their choice in terms of time. Explained that extended access will now be available which is designed for but not exclusively for working patients outside usual hours. It will be advertised on the website and the receptionists would make the appointment for the patient in the evening and Saturday. This service would be made available called extended services which means that if we have no appointments there are now three hubs in Liverpool that we can send patients after our hours and weekends. This service was working really well for people who could not attend during our hours. All members agreed that this sounded like a good service and would be willing to use it if they needed to. Everyone agreed that this service may also stop people using hospital unnecessarily.

Dr Syed asked the members if any of them were using the online booking systems for appointments and repeat medication suggested that we should try to advertising the service more maybe by sending an email to patients and said he would be happy to help with any marketing as this was his job although retired now. Dr Syed thanked him and said he may take him up on this. A PPG member said he would be happy to help with any posters or wording of letters and commented about the recent breast screening letter his wife had received from the health authority and commented that it was cold in wording and that maybe the letters should be signed from a woman rather than a man to show warmth. Dr Syed said his points were helpful as last time screening last time we had breast screening for our price only 50% women took the offer. Although the screening programme is fully carried out by the breast unit, they agree that our active support will increase uptake.

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

### Summary of actions

#### **Response to GP Patient survey**

Poster in waiting room explaining any waiting time.

Intense programme to get more patient online to her appointment where a choice is available of type of person and with who.

Put on line information in comfort message on Surgery phone systems

Promote extended access

#### **Breast Screening uptake Programme**

**Letter** changes will be made by a PPG member and this will be sent for approval by Dr Syed to the practice before using it to write to non attenders.