

Culverhay Surgery Patient Participation Group

Meeting Tuesday 19th March 2014

Attendance from the Practice: Dr Richard Probert, Caroline Pearmain (Practice Manager), Gillian Rixon, Kay Herniman.

Patient Group: Susan Convery, Michael Sykes, Anne Sutton, Carol Kloiber, Anne Weaver

Apologies: Keith Jenkins, Sarah Hale

Agenda

CP welcomed everyone and presented the agenda for the meeting proposing to discuss what was wanted from the meeting and group for everyone in the long-term. It was planned to discuss the results of the recent patient survey and any actions that need to be taken up following the groups' feedback. To arrange the next meeting and discuss the next steps for the group.

What do we want from this meeting and the PPG

Several ideas were discussed for group and identified as the PPG can:

- **Represent views of fellow patients** (AW) suggested face to face feedback rather than surveys. (CP) Enlisting a virtual email group to have a larger representation and ongoing recruitment for the PPG.
- **Identify areas of improvement in the practice** (RP) felt keeping this proactive and reactive rather than focusing on negatives would be more productive. (MS) thought it would be beneficial to understand the business side and budgets of the surgery which (RP) said he would be happy to explain given time to plan a presentation. (CK) commented that also keeping the involvement simple rather than overcomplicating goals would help to achieve results.
- **Work with practice to help shape the service for patients** The group thought that carers support, providing information and advice would be helpful for patients. Also (MS) suggested health promotions in particular for younger patients.
- **Promote the good work we do** (SC) commented on the support and help she had received from the surgery and that she would like to give something positive back. (MS) Felt that he could help promote the surgery and had several suggestions including photographs of all the staff being posted on the website and within the surgery.

(CP) Outlined what the PPG is not

- **It's not a forum for complaints.** (We have separate procedures for this if patients have personal concerns they wish to raise.)
- **Not a fan club for GP's!**
- **Not a forum for single issues**

(CP) Discussed that the practice would hope that the group would be a self-fulfilling group and maintain its self with support from the practice although on a limited capacity.

Summary of the result of our last patient survey

(CP) Spoke about some of the main features of the last patient survey, which took place earlier in the year. A full report is available upon request at reception or on the practice website www.culverhaysurgery.com

- 20% of patients showed a preference to booking online which is now available through the surgery website.
- Patients are speaking to doctors on the phone more and finding it easier to do so.
- Patients were happy with the building and the cleanliness
- 42% of patients were happy with our opening hours but expressed an interest in the surgery being open on the weekends
- 83% found the receptionists helpful
- 79% were very satisfied with the practice overall

Our survey showed that patients are generally very happy with the practice. The opening hours were discussed within the group. (CK) Mentioned that when she previously worked for the surgery and there were appointments available on a Saturday that they were not used to a full capacity with approx. x6 booked appointments as the maximum. (CP) Commented that there was a future plan for all surgeries to be open on a five day week basis including the Wednesday afternoon.

It was discussed that the group could help develop future surveys to gain the opinion of more patients about priority areas.

(CP) Discussed a need for formalising the group with an election of Chair, Vice Chair, Secretary and Treasurer this would be discussed at the next meeting. Also to decide on the frequency of meetings.

Next meeting scheduled for Tuesday 22nd April 2014