

# BEECHWOOD MEDICAL PRACTICE PATIENT GROUP MEETING

**Wednesday 7<sup>th</sup> March 2018 at 6pm**

Attendees: Subhash Widge, Sue Thomas, Barbara Davies, Pat Foster, John Lawrence, Sarah Monteith, Sarah McKay

## **Agenda**

1. Closed session for Patients (PPG members only) – No closed session at this meeting due to a small number of attendees.
2. Introductions & Apologies (Practice Reps join meeting) – apologies from Sylvia Rae, Cheryl Benson, Rowena Sutcliffe, Alan Pound and David Elson.
3. Matters arising from closed session – None.
4. Notes of meeting held 6<sup>th</sup> December 2017\* & any matters arising – Approved as an accurate record and action points had been completed.

SM asked if any patients had experienced our relaunched repeat prescription process for “urgent” prescriptions. SW gave an account of the problems he had encountered whereby he has not been able to obtain his prescription because he has been deemed to be asking for repeat medication too early. This can arise where medication is issued in multiples of 28 as a month’s supply may need to be 30 or 31 days supply. We will raise this with the prescribing clerks and reception team as a learning issue.

CB had contacted St George Health Centres PPG chair to ask if she could observe at one of their PPG meetings. They had advised they are happy for her to attend, but the practice is currently going through a merger with Lodgeside Health Centre, so they have asked if Cheryl could delay attending until after the merger has settled down. (New name for merged Lodgeside Surgery and St George Health Centre is “Fireclay Health”.)

5. Discussion on outcomes in Patient Survey report November 2017

The most recent Patient Survey report was made available for discussion at the meeting. The survey was carried out in Oct 17. 217 completed questionnaires were collected and collated to produce the final practice report. GPs were given individual reports for their own data and we collected a minimum of 30 per GP partner (seven partners).

In order to ensure the survey was not biased receptionists gave out to all patients as they arrived for appointments, they were not given out by clinicians at the end of consultations. All data was collected anonymously this usually encourages respondents to be more open in their feedback.

Last survey on this scale collated by CFEP was in November 2013 have carried out smaller in house similar reviews since then. Cost to carry out was £715.00.

The reports are used to provide information for our GPs appraisal and revalidation process. The practice managers also use the overall reports to look at patient satisfaction around ease of access to appointments, telephone access, receptionist performance and condition of premises and facilities.

Other surveys are carried out on a regular basis and include: friends and family feedback which is collected monthly with quantitative information published on our website and a more comprehensive list of numerical scores and full comments posted on waiting room wall each month. This survey can clearly show how questions are not always understood and practices can be inadvertently marked down. For example at our practice this month one person rated the practice as “extremely unlikely to recommend this practice to my friends and family” this would be interpreted by NHS England as a poor score for a practice however when put into context with the text qualifier the low score was because “none of my family live in this catchment area”.

We went through the CFEP survey results in detail and discussed the various scores and comments. We considered that scores for smaller practices tended to be higher than larger practices. Comparisons were made within the report with previous practice surveys carried out in 2008, 2011 and 2013. As well as comparing our practice performance to our own previous surveys we also looked at our practice scores compared to national benchmark data.

No differentiation is made for rurality or patient demographics so results are a blunt tool but can give a reasonable indication of where the most significant areas for improvement lie.

Looking at P3 our results indicated that, compared to national data, patient satisfaction is lower than we would like in the following main areas:

- See a practitioner of choice
- Telephone access
- Waiting time before being called in for appt
- Ability to speak to a practitioner on the phone
- Concern shown for patient by clinician

P5 is a comparison of our own patient satisfaction compared to previous years so it would seem to indicate that satisfaction in 2013 was a low point and that our patients are currently happier with the service than they have been in the past few years. Areas where we have increased our own patient satisfaction since our last survey included

- Appointment satisfaction
- Waiting times
- Doctors ability to listen
- Doctors explanations
- Doctors reassurance
- Feeling able to express concerns/ fears to your doctor
- Time given for your visit
- Handling of complaints
- Practice recall/reminder systems

## 6. Update from Healthwatch representatives

Pat Foster advised that Nicola Bowen Jones is no longer able to be our Healthwatch representative as her work as a Bristol City Counsellor is taking more of her time. Pat advised the quarterly report for Oct to Dec 17 has been published which showed Healthwatch had been contacted 101 times during this period about a whole range of services. Also that Healthwatch had recently been engaging with different local groups of people – i.e. Bristol and Avon Chinese Womens Group; Acute Community Unit at Callington Road Hospital etc – and handed out reports of these talks to the group.

Pat reminded the group that Healthwatch uses an organisation called Well Aware for signposting – They can offer sign posting to a raft of support services including social support.

## 7. Practice Update

### Patient Champion Pilot

Sarah Monteith advised that the post that Denise Williams had was a pilot role set up with 5 other local practices in that we shared Denise as a resource. Unfortunately the funding for this role has been withdrawn and with regret we have been unable to renew Denise's contract. We would like to replicate the good work that she has done in our practice using some of our existing staff.

## 8. Any other business

-General Data Protection Regulation (GDPR) – Sarah Monteith advised some patients may have heard of this in the news. These are new EU and UK regulations coming in that all organisations handling any personal data have to comply with.

These are some of the areas which will affect the practice:

The ways we need to obtain and record patient consent

Patient access to medical records and provision of copy records

Obligations upon the practice to widely publicise how we use your data – privacy notices and patient leaflets

Requirement to keep data flow and data risk assessment registers

Much higher fines if there is a breach of data.

## 9. Date & Time of next meeting - Wednesday 6<sup>th</sup> June 2018 at 6pm

**The practice welcomes any of our patients to formally join the group or just come along to an occasional meeting if a discussion topic interests you.**