

Doctors: S Nash & PA Evans

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25th March 2014

PATIENT PARTICIPTION REPORT 2013 - 2014

1. The Patient Support Group of Marlborough Street & Glendower Surgeries was started in 2011; it has been a very difficult 12 months with poor/no attendance at meetings.

2. **Recruitment of further members to join the group;** Once again we have had difficulty recruiting new members. A meeting in June was scheduled and advertised but no patients attended. Apologies were received from one member.

A further meeting was advertised in November and the Practice Manager wrote to the patients who regularly attended last year's meetings. Still there were no attendees.

Clinicians were tasked with asking patients if they would be willing to participate in the group and they were telephoned and a further meeting scheduled to take place on the 26th March 2014.

Of the five patients who said they were willing to participate and attend a meeting only one arrived. The practice manager had offered to arrange transportation and refreshments were provided.

A new staff member has been tasked with recruiting patients to a virtual group and whether patients would be happy to participate by email. Some patients have agreed to this and seem quite keen to participate in this way.

3. **Improving services to patients;** the practice continues to listen to the wishes of patients and acts where appropriate. There has been a new build planned for some years and the practice hopes to announce a date very soon as to when "the spade will go in the ground" and an estimated completion date.

We hope to engage patients to be involved in the decoration and looking at alternative services which may be provided from the new premises.

Notice boards will be purchased to keep patients informed of the progress with the new premises.

New chairs were purchased last year for both surgeries which included some with arms to assist the infirm in rising.

4. **Patient Opinion** 90% of all patient ratings about this practice were good, very good or excellent. See attached survey result poster.

5. **Meetings** were scheduled for

- 26th June 2013
- 13th November 2013

- 27th March 2014

5. **Action plan agreed with the PPG** – The practice survey was very positive and there is very little action which can be taken. The new premises will address most problems which are experienced by patients and staff.

Kimberley will develop a virtual participation group and further encourage new members.

6. This report and survey results will be published on the Practice Website and NHS Choices website by the 31st March 2014.

<http://marlborough.practiceuk.org.uk/index.php/doctors>

<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=40898>

Thursday 27th March 2014 – Meeting Minutes

Mrs Sharon Kershaw - Practice Manager
Miss Kimberley Harper - Receptionist
Mr JS - Marlborough Street Patient

Patient Survey

Patient survey discussed, the overall the surgery has achieved a 90% rating as an overall score across the board.

Surgery New Build

Briefly discussed the plans for the new build, informed patient construction will be commencing in the next three weeks and will be aiming to move sites shortly after December 2014. The new site will allow more ease of access, include a lift, many consultation rooms, large waiting room, a meeting room and a medical library. Mr Stuart questioned the parking and was assured there will be plenty available. Possible future plans to offer additional services from the new build were discussed.

Complaints

There had been 3 complaints had been received but these incidents included patients demonstrating aggressive behaviour. It was made clear on one of these occasions the surgery was at fault due to a breakdown in communication and that a sincere apology was made and systems were put in place to ensure this isn't a recurring issue.

Electronic Prescriptions – ETP

Patient JS mentioned Electronic Prescriptions being discussed by the pharmacy. The prescription will be sent direct to the patient's nominated pharmacy. Some patients may want to use an alternative pharmacy and they can nominate to receive a token with a barcode which the pharmacy of choice can scan and receive electronically. . This will help to reduce any mistakes, ensure that the medications asked for are on the script and prevent fraud.

PPG

Going forward ideas for the PPG were talked about, using a virtual database of patients and including some by post. This would mean that a mixture of patients can get involved that may normally not be able to make the time or travel. Keeping this in mind, after some months of the above and getting the patients involved we would then re-invite them to a meeting when they have more of an insight and involvement in what we are trying to achieve.