

**MINUTES OF PPG MEETING
WEDNESDAY 19TH MARCH 2014
10.00-11.30AM LEATSIDE SURGERY, TOTNES**

Present:

**Janine Payne
Dr Jon Hossack
Sally Lougher
Peter Kiddle
Carol Zollo
Michael Elsmere
Geoffrey Hyde**

Apologies: Barry Wheeler, Murray Church

In attendance: Louise Mitchell (minutes)

1. Introductions and Welcome

Dr Jon Hossack introduced himself at the new Partner. Janine Payne set the objectives for the meeting:

- What does this years' survey show us?
 - What do we need to do to identify issues?
 - Is the questionnaire too long?
 - What do we do with the results we've got and how do we move forward
 - How do we plan/market for next year?
2. It was commented that the first time some of the group heard about the survey was through the Totnes Times (this is learning for next time).
3. The group discussed the number of respondents (174) patients which equates to just over 1% of the patient population. This breaks down to 36% of males and 53% of females. Dr Jon Hossack pointed out that there is good proportion of patients that don't come to the survey on a regular basis ie. young males. The majority of users are over the age of 65 and they should be targeted to complete the questionnaire.

4. How do we improve the response rate?

- It was suggested that a notice board is placed outside each Doctor's consulting room drawing attention to the survey, as there is an obvious captive audience whilst patients are waiting to see a Doctor. Patients could then complete the questionnaires whilst waiting. Janine commented that this was done for the last 2 days of the survey.
- What is our target response rate? After discussion it was agreed that 30% would be our targeted rate for responses.

- Some of the members of the group offered to help with the survey next year, ie. come along to the surgery and offer to talk to patients pointing out to them that it's a really important tool for improving services in the future. People may complete it if they know about it.
- Some of the members of the group felt it was a meaningless survey if only 1-2% completed it. Dr Jon Hossack pointed out that the NHS currently funds it.
- Issue a press release to make the population aware of the survey.
- Ensure the information gets out there as soon as possible.
- Don't ask people to complete on line.
- Janine said that this is a learning curve for us and an action point from last year was to develop our IT facilities which are still ongoing. We don't currently have a database of email addresses however we are starting to collate this information. In the future we can use this medium to contact patients.
- The question was asked how GP's would feel about handing out a questionnaire. Dr Jon Hossack replied not feasible due to time restraints of consultations.
- It was suggested that we say to patients this is your last chance to have a voice as we are thinking of stopping the survey (experience has shown that up take went up from 10 to 30%.)
- Print the survey in colour so it stands out on a desk/in a pile of paper. Use an attention grabbing headline ie "this questionnaire could affect your health."
- Make the questionnaire shorter for example just one question asking "would you recommend Leatside Surgery to your friends and family" with a yes/no tick box. If no then why not – provide a comment box.
- A lot of the questions were not needed we just need to focus on the areas where we know need improving.
- Dr Jon Hossack explained that the survey did highlight frustrations around access and the phone system and that these areas would be focussed on.
- Janine handed out comments received from the survey and it was agreed that each participant at today's meeting would tick their top 10 areas of concern and return to the surgery to be incorporated in to our plan for improvements.
- Terms of reference were discussed, at the moment this group does not have any in place as it doesn't have a core group of attendees. However it was recognised that it was favourable to have different attendees at each meeting so as to get a wide variety of differing opinions.

- Comments were received from participants of today's meeting that Leatside is the best practice they have ever worked in and been involved with and that it is talked about favourably within the area. One member has been a patient for 10 years and was happy to give something back.

5. Boots Pharmacy

- Concerns were raised over the current service delivered by Boots. Janine said that Leatside are 100% clear on the failings of Boots and that discussions have taken place with the area manager with the assurance by Boots that improvements will be seen in the next 1-3 months.

6. Additional opening hours

- One member of the group asked if it is likely the surgery will open on Saturday mornings. Dr Jon Hossack referred to the survey results which clearly show patients are happy with the current opening hours. Unless there is a huge funding increase for extra staff then it can't be done. The way round it is to work more efficiently and smartly, for example looking at Devon Doctors and the ability for them to access patient records, so not purely using them as an emergency service. Duty sessions at the surgery are used for emergencies however these are often filled with patients attending for coughs/colds etc. Part of this is the need for patient education.

Janine referred to a poster in reception about who needs/doesn't need to see a doctor and agreed to put this in the next Leatside Newsletter as a message for patients.

7. In Summary:

- Disappointing response rate
- We have taken on board what patients have said
- Will publish the results on the website
- Will write an action plan for the next 12 months
- All to return their top 10 areas of concern
- Collate feedback (top 10) before deciding on questions/number of questions for the next survey
- Agreed to start planning for the next survey in September (next meeting for September to be organised)
- Advertise by notices at the flu clinics
- Start the survey November/December/January

8. AOB:

- Does the practice have any statistics around mental health problems in the elderly? Janine replied that it is on our radar and we need to involve Devon Senior Voice.
- It would be good to see an article on Care. Data in the next Leatside News.
- Janine thanked everybody for their input and support.