

DAYBROOK MEDICAL PRACTICE

PATIENT GROUP MEETING

MONDAY 30 MARCH 2015

Present: H Sinclair, D Ward, D Roberts, P Roberts, D Hatton, M Hatton, A Marshall & K Marshall

Meeting held to discuss the Patient Group DES report and survey

The report was read through and actions agreed.

Although the PG is not representative of the practice population in terms of gender, age and ethnic background new ideas have been recently discussed. A member of the group has been in contact with the CCG for help and advice. The group is also now forging links with 2 other local practices, Stenhouse and Highcroft.

The group are pleased with the progress the telephone consultations have made and that it is being utilised more and more. The audit carried out in September highlighted how beneficial it is.

Queues in the local pharmacy seemed to be diminishing in part due to the expansion of the EPS system. There are details of this system on the TV screen in the waiting room.

It was felt the TV is a great asset to the practice and the patient group to help keep patients abreast of services etc. The current information on the TV will be looked at and updated as and when needed.

The survey this year was short. There were no real concerns highlighted. The largest majority of patients were happy with in the way they were treated. Patients were asked to score out of 5 – 1 being the lowest 5 the highest. 81% gave a 5 for being treated with dignity and respect, 72% marked 5 for being involved enough in decisions made about them. 66% gave a 5 and 20% a 4 for timely information being received about their care and treatment, 82% marked 5 for the room they were treated in being clean and 75% gave a 5 for being treated well by the receptionists.

A few of the comments were also looked. Again the majority were favourably. However there were still a few on the difficulty getting through on the phone first thing in a morning. There are usually 3-4 receptionists answering the phone first thing, this cannot be changed as there are no more lines/staff to enable this. The practice have signs up already to say appointments can be booked in advance, patients can also book on line. The letters to patients asking them to make a routine appointment have also been altered to say ring after 10am for routine appointments.

However, there have been problems with the phone system over the last few months, since the new MITEL system was installed. IT are still trying to sort this out. SP & HS have had meetings with IT on various occasions but as yet they have been unable to locate/fix the fault. Receptionists cannot always hear the patient and visa versa, the lines are very crackly and on some occasions the line has gone completely dead.

The PG felt there was no actions needed following this survey at present, other than for SP/HS to carry on looking into a solution to the phone faults with IT.