**CLAYHILL MEDICAL PRACTICE**

**PPG MEETING THURSDAY 14/03/13**

**6.00PM**

**Attended:**

Annie Bailey

Sandra Greensted

Dr Hlordzi

Catherine Sackey

Mischa Afedzie-Hayford

Marlene Moura

Bola Olunlami

Dr Ogunbiyi

Kate Akindipi

**Patient Survey:**

Members were going through the survey. Would like the ethnicity broken down so the information is clearer.

Marlene thinks that the results from the survey are very good. Questions are all relevant. Was suggested that COPD and other such abbreviated illnesses should have the full name detailed aswell, to help patients understand.

Was suggested that with some of the questions that state ‘Sometimes’ and ‘No’, there should b e a follow up question of ‘Why’.

To direct the questions to each doctor, instead of for the whole practice.

Marlene put forward the idea that maybe more patients should answer the survey, maybe 600. Frank stated that 150 was the requirement statistically.

Surveys are handed to patients in the Waiting Room to complete whilst here.

Bola suggested to put online and to reduce the amount of questions, as she feels patients would switch off if there are too many questions. Kate feels that if the questions were reduced then not enough information would be targeted. Maybe as time goes by reduce and break down the questions.

Sandy suggested that maybe do more than one survey per year, with everyone’s contribution from the group.

Frank mentioned that doctors are to have their own surveys for patients.

Patients need to know that the doctors are going for re-evaluation, so that they know that the doctors are getting training regularly.

Marlene – make sure that the forms are handled properly by the doctors, and Bola said for Doctors to not be involved.

**Discussions around the survey questions:**

Marlene – patients to be told when doctors and nurses are running late. Annie replied – that we do check and will make sure that staff follow up. Patients come with more than one problem and difficult to explain appointment time. To give doctors a nudge when running late.

Kate to write up report and present what she has done so far.

Sandy – survey needs to be by the group on behalf of the patients.

Catherine – Confidentiality assurance – on the next survey. Also asking how long to implement plan. Annie replied with one week.

Group to list dates of meetings for the year.

Marlene – next agenda – update CCG, effect on surgery etc.

Catherine – Health watch – next meeting.

**Dates to be arranged for meetings.**

**ACTION PLAN**

**2013-14**

1. Posters re booking in advance.
2. Poster making patients aware of Dr’s appointments times (10min per patient per problem)
3. Ensure patients are aware if GPs, Nurses are running late.
4. Need more demographics i.e. Children/etc.
5. Need more response from carers, patients overall satisfaction.
6. Focus on general questions to make survey smarter and more specific.
7. Improvements need to be made in regards to waiting times for seeing their GP’s and Nursing staff.
8. Staff needs to be more proactive – when clinical staff running late, inform patients.
9. All appointments times shall be verified to suit reasons for appointments i.e. NHS Health Checks 20min per patient.