

# THE BURNHAM SURGERY – PATIENT PARTICIPATION GROUP

## MEETING HELD ON WEDNESDAY 26<sup>th</sup> FEBRUARY 2014

### Present:

Mrs Maureen Cousins  
Mrs Christine Stevens  
Dr John Phillips  
Mr David Price  
Liz Mackenzie – Practice Manager

### ACTION

1. Apologies – Graeme Potter, Mr Allan Brown, Mr Danny Hollis

2. **Minutes of last meeting to be agreed/updated actions**

Minutes of last meeting discussed and agreed as accurate.

3. **Patient Survey**

LM thanked the group for their efforts with the patient survey which they handed out during consulting times. All said that they had received good feedback from patients, most of whom were pleased to complete the survey.

LM stated that we are still awaiting the results from the Virtual Patient Group but that 158 patients had completed the survey in the practice.

Of particular note were the comments we received which have been divided into the following categories, Appointments System, Doctors & Staff, Waiting Times, Parking, PPG and other.

The group agreed that the survey result showed that priority should be given to ensuring that the appointments system operated as efficiently as possible. A number of suggestions were raised including increasing the number of telephone lines available and endeavouring to use the text messaging system to remind patients in advance of their appointments. This would be a key factor in increasing the number of appointments available to patients.

A copy of the survey, including comments will be published on the Surgery Website.

4. **DNA Appointments**

<b>January</b>		<b>Time Lost</b>
Nurse	100	1000 minutes.
Doctor	79	790 minutes.

After a sharp decrease in DNA's it is disappointing to see them increase again.

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### 5. HSCIC'S Surgery & Patient record sharing scheme.

LM reported that this scheme has been delayed for a further six months in view of the concerns that have been raised in connection with patient confidentiality. We have also been informed that Practices may not opt patients out of this scheme unless requested to do so by the patient.

### 6. AOB

#### **CQC Inspection**

LM was pleased to report that we have now received the final report on the recent CQC inspection and no action plan was required. The doctors and staff were very happy with the content of the report. In particular the fact that patients had been so supportive when interviewed by the Inspector was gratifying. A big thank you to all our patients who were present on the day.

The report will be uploaded on to the practice Website this week.

#### **The Future of the PPG**

A discussion around what the future holds for PPG meetings took place. Mr PD from Southminster PPG had been in touch with LM and was interested in attending one of our meetings with a view to collaborative working on local issues.

LM to notify Mr D of the date and time of our next meeting.

It was suggested that the format of the patient survey be changed for next year and perhaps this survey could be carried out earlier in the year.

Another approach would be to have more short surveys on single issues eg: changes to surgery times, transport, and, in particular the PPG as it appeared that despite advertising in the Maldon & Burnham, the notice board and the patient information screen, it would appear that some patients are unaware of the existence of the PPG. Reasons for this were discussed and it was suggested that for many time is an enormous problem and lack of interest in others.

#### **Date and Time of Next Meeting:**

The next meeting will be held on Wednesday, 26<sup>th</sup> March at 2.30 pm in Burnham surgery