

Killamarsh Medical Practice

Patient Participation Group Meeting

Wednesday 11 November 5.30-6.30pm

Attendance; DW, AS, JC, BJ, TS, LA, TM, DH, BP, WP, Dr Shaw and Paul Roberts

National GP Patient Survey Results

PR explained the results of the latest patient survey and informed them that the July 2015 part of the survey was based on 98 responses from a total of 257 which were posted out.

Comments from the group were:

- PPG were happy with the survey
- Nearly all results were higher than the CCG and National Average
- Not sure why Q2 (reception) results had reduced so much as the receptionists are always excellent, smiling and answer the phone quickly

Friends & Family Test

PR explained the practice had started to monitor the FFT results since June 2015.

FFT	TOTAL	Extremely Likely	Likely	Neither	unlikely	Extremely unlikely	Don't know	% of Patients Extremely Likely & Likely
June	252	203	46	1	1	0	1	98.80%
July	210	153	49	3	2	1	2	96.20%
August	72	48	23	1	0	0	0	98.61%
September	154	124	27	0	0	2	1	98.05%
October	235	179	51	4	1	0	0	98.87%
November								
December								
total	923	707	196	9	4	3	4	98.11%

The group was very happy with the above responses from over 900 patients that have used the service since June 2015.

Additional Question – Opening Hours

The results from our FFT question on whether patients are happy with our opening hours are:

	Satisfied		TOTAL	% Satisfied
	YES	NO		
2015				
June	97	5	102	95.10%
July	193	17	210	92.00%
August	68	4	72	94.44%
September	144	10	154	93.51%
October	225	10	235	95.75%
November				
December				
total	727	46	773	94.16%

The group was happy that 94% satisfaction with the opening hours was a great response. They also stated that the FFT was a more accurate reflection of the surgery's performance than the GP Patient Survey.

Surgery Extension

PR explained to the group:

- Work would be starting the next day and last until March
- The programme was starting a week late due to planning and sign off taking longer than expected
- Alternative staff parking was arranged for during the build
- Discussions took place around room use, waiting area, treatment room and Pharmacy
- The PPG were very happy investment had been made by the practice and NHSE

Alterations To Widen The Road At The Side Of The Surgery

- PR explained that this was a suggestion from our PPG a couple of years ago and that he had been in discussions with the local council ever since
- The plan is to widen the road and add a footpath

SMS Text Service

- New service available for all patients over the age of 16 years
- Will help with practice DNAs - patients that "did not arrive", which waste staff time
- Once an appointment is booked, the patient receives a confirmation text and another confirmation text the day before the appointment
- Once turned on for each patient, it runs automatically with no input from staff
- Free to the practice at the moment

Care Quality Commission Inspection

- No planned visit to date

Front of House Receptionist

- New "front of house" receptionist positioned on the front desk
- Greeting patients
- Offering an immediate response when patients arrive
- Patients like it
- Staff report it does not interfere with the day to day tasks they complete

Westthorpe Colliery Proposed Development

- BJ updated the group that a solar farm had been applied for on the site, but had been withdrawn
- No planning application had been received regarding the large housing development to date
- BJ also explained that some kind of power station was going through planning at the moment just under the bridge.
- HS2 could also impact the practice

Other Business

- A PPG member asked whether the practice was having the TV repaired. PR explained it had been removed due to it not working and another suitable solution would be found in the New Year
- New waiting area music - positive comments were made regarding the new music
- A PPG member asked whether the pharmacy was doing well? PR explained it was. Another PPG member commented that the Pharmacy was a great addition to Killamarsh
- PR informed the group that the practice had "online services" available now for patients to make appointments, order repeat prescriptions and, from April 2016, view their medical records
- PR informed the group that the practice was open until 6.30 pm on Wednesdays now

PR thanked PPG members for attending.

