

**St Ann's Medical Centre  
Rotherham Health Village  
Doncaster Gate  
Rotherham  
S65 1DA  
T: 01709 375500 F: 01709 836 593**

**Doctors: Owen, Kitlowski, Start, Mackeown, Powell, Forrester, Waller, Ullah, Chandran**

**Patient Participation Group Meeting Minutes 12<sup>th</sup> March 2013**

Present: St Ann's: Dr Ullah, Julie Gibson – Manager, Stuart Abbott – Deputy Manager  
Patients: 4 patients attended

Stuart Abbott opened by thanking those present for coming and explained the purpose of the meeting was for him to present to the group the results of the survey generated as an outcome of the February meeting.

The group went through the survey results which were presented to the group by a PowerPoint slideshow.

The main issues discussed were:

- a. **Demographics** – the spread of age, sex and ethnicity of respondents was reasonably similar to that of the practice as a whole, broken down by surgery it can be seen that St Ann's had a mix of age and ethnicity, Badsley Moor Lane was mainly younger British residents
- b. **Receptionists** – the majority thought receptionists were helpful, though we should aim to reduce the numbers in the minority.
- c. **Telephones** – the majority of respondents found the change from an 0845 number to a local Rotherham number of benefit.
- d. **Booking appointments by phone** – approximately 20% found it hard to make appointments by telephone. Last year the surgery started offering increased web access which, it was hoped, would improve telephone access for other. We hoped to reduce the 20% to 10% by the time of the 2013 survey; sadly this hasn't happened so we will look.
- e. **Use of online bookings** – last year 50% said they would be keen to use online booking which would free up the telephone lines though only 10% of respondents this year actually use it. Approximately 35% were still unaware it existed and half of those wouldn't or couldn't utilise this service.
- f. **Nurse triage** – most patients found it easy to use, although some were unaware or never use the service
- g. **Ability to be seen on the same day** – the majority could but around 25% said no even though we reserve appointments for those who need to be seen urgently and go through the Nurse Triage system
- h. **Ability to see their usual GP** – patients want to see their own GP but will see any GP if their need is urgent.

- i. **Waiting to see a GP of your choice** – most patients said the wait for their preferred GP was usually 5 days or longer. The question needs to be asked in the next survey if they would be willing to travel to one of our branch sites where the wait may be shorter.
- j. **Length of wait in surgery** – only a small number had to wait longer than 15 minutes. These delays could be due to emergencies or the GP giving the patient the time they need to discuss their problems and therefore needs a follow up question to discover how long patients are happy to wait before they become dissatisfied
- k. **Clinicians ability to explain** – 90% were happy with the clinicians ability to explain
- l. **Repeat prescriptions** – almost 80 %were happy with the repeat prescription service, which shows an improvement. We need to find if the dissatisfactions are with the practice or the repeat service offered by the pharmacies around the town.
- m. **Use of online medication ordering** – last year almost 50% said they would be happy to use online ordering, this would reduce footfall at the counter and therefore shorter queues. The surgeries perception of uptake is good though respondent numbers were low. Maybe this is due to a different cohort of patients doing the survey or our misconceptions over real numbers involved. Again almost 50% said they wouldn't or couldn't use online repeat ordering, though if 50% did then burdens on phone lines and counter staff would be reduced.
- n. **Is the surgery clean and accessible** – only 1 patient responded no and they attended Badsley Moor Lane which is an old converted house rather than a custom built surgery.
- o. **Use of SMS messaging** – As last year, some respondents were not keen, patients can opt out of this service at any time
- p. **Overall experience** – almost 100% were satisfied, though we need to convert more fairly satisfied patients into very satisfied patients
- q. **Would you recommend St Ann's-** 10% said no, we need to ask the reason why on our next questionnaire

#### **Key Changes to be investigated / implemented**

- a. **Telephones:**
  - 1. publicise online services more to free up telephone access
  - 2. Look into integrating telephones and computer systems so that patient details appear automatically when the phone is answered. Pp the cost for such systems has been found to be far more expensive than first thought and the time savings minimal
- b. **Online services**
  - 1. Publicise the online booking of appointment service more to increase uptake
  - 2. Publicise the online booking of repeat medications more to increase uptake
- c. **In surgery**

1. Advertise one problem per appointment – on prescriptions and appointment tickets

**Meeting brought to a close**

Stuart thanked everyone for attending and concluded that the survey and minutes of the meeting would be published on the practice website by the end of March 2013.

The date of the next meeting has not been set.