The Westway Surgery

PPG Meeting

1st October

Attendees: Dr S D, Dr S P, ND (PM), CW (APM), AN(AS) GS(AS),

PPG Member: JC, JC, SN, UJ.

Apologise: NH, DY

Actions from last meeting

ND spoke to TTP regarding ordering online prescriptions before due date-this has now been resolved

Medical records have all been received from PCSE for KY.

Practice Update

It was explained unfortunately SJ had left the practice mainly because of travel – moved closer to home. All PPG members said were sorry to see her go.

It was noted LW had recently started as receptionist.

The change of surgery hours were discussed and PPG thought this would help patients to access the surgery.

An update of what was happening with the CQC was given and how the practice was improving. The PPG member noted they had only positive things to say for the surgery and for the staff and would provide whatever help they could.

PPG Objectives

CW reviewed the objectives of a PPG with the members and referred to the Best Practice Guide created by Health watch. (<https://healthwatchcwl.co.uk/wp/wp-content/uploads/2018/03/PPG-Best-Practice-Guide-2017.pdf>. On page 15 there is an example of PPG activity timeline reproduced below.

It was suggested that the PPG should follow the plan represented, namely to discuss the patient survey and complaints and then come up with 3 areas to focus on that would deliver improvements for the surgery and to make an action plan on how best to deliver these. The PPG agreed that would give some focus to the group.



GP Patient Survey

The GP patient survey is sent out to random patients earlier in the year Jan – March and looks at several areas and including what the patients who were surveyed felt overall about the practice. The survey was published in July.

The survey was looked at by all members and is available on <http://www.gp-patient.co.uk/report?practicecode=E85005>

Overall it was noted the overall experience of the GP practice was high 86% -higher than CCG and national averages and for one area confidence and trust in the healthcare professional who saw or spoke to last at the surgery nearly achieved 100% the highest possible (99%).

The PPG reviewed all questions and thought the best ones to concentrate were on the ones suggested by the site namely.

63% are satisfied with the general practice appointment times available.

65% of respondents were offered a choice of appointment when they last tried to make a general practice appointment.

79% of respondents find the receptionists at this GP practice helpful.

Although it was noted that the increase of GP surgery hours on Wed afternoon and in the morning to 8am should help the first result.

Complaints:

CW stated there were no real complaints over the last 6 months to discuss.

One of the areas that the PPG had mentioned last meeting that were a concern for the number of online appointments 80% and the fact that elderly patients couldn’t access these.

The PPG suggested this could be an area to concentrate on as it could produce more appointments for elderly patients and could help with choice of appointments.

Action Plan:

The PPG discussed a few preliminary ideas but agreed to consider actions and discuss more in depth at the next meeting.

Next Meeting : 6th January 2020 at 1.30pm