

Practice Patient Panel Meeting 30th November 2016

Attended by:

<u>Patient Participation Group</u>	<u>For the Practice</u>	<u>Guests</u>
Colin Stiff	Dr Jon Stride	None
Colin Farlow	Andy Potter - Practice Manager	
Val Dixon		
Ann Davis	<u>Apologies from PPP Group Members</u>	
Lesley Tricker	Madeline Bexon, John Thorndyke, David Moulder & Liz Rhodes	
Arthur Harman		
Ruth Sanders		

(1) Agree minutes of the last meeting and any matters arising

The minutes had been circulated prior to the meeting and were agreed. The following matters were arising.

- Educational Events - It had been agreed that we add a question to the Practice Survey to see if there were any particular topics patients expressed an interest in. The two that stood out were Dementia/Alzheimer's and Diabetes. AP noted a recent contact from a Joanna Harvey. She was a Dementia Support Worker with the Alzheimer's Society and was keen to discuss ways she could work with the Practice. This looked like a good opportunity to take her up on the offer. AH also had some contacts in this field and would provide details to AP. Agreed to initially organise just the one event to gauge the level of interest and likely participation.
- Pinhoe Surgery Car Park – Following representations from the PPP, AP was pleased to announce that the Partners had agreed to resurface the area w/c 16th January 2017. We hoped the work would take no more than a week and possibly just 3 days, if we gave the contractor unrestricted access to the site. We would seek to secure extended access to the Recreation Ground car park for the duration. AH noted that Clyst Caring Friends would need to be kept informed vis-à-vis its volunteers bringing patients to the Surgery.

(2) Patient Survey Results

Firstly the Partners offered a big THANK YOU to all PPP members who helped carry out the Survey, With their help it had been completed in record time and with a high number of replies. Results were then considered in some detail and the following keys points noted.

- First to be discussed was the ACCESS performance, this includes issues such as how quickly you can get an appointment, if you can book appointments ahead, if we are able to provide the choice of GP that patients ask for, etc. In general patients' views had changed little since these questions were last put in 2014, despite an increasing patient list. Queries raised where scores had fallen included:
 - *"How easy is it to speak to a doctor or nurse on the phone at your GP practice?"* - It was felt this might reflect a difficulty in getting through the Practice at certain times of the day. AP would look at the pattern of call traffic to see if we could direct patients to quieter times.
 - *"Is there a particular GP you usually prefer to see or speak to?"* – Suggested this might reflect changes in GP personnel over the past few years, with some patients having to get to know a new GP.
 - *"How often do you see or speak to the GP you prefer?"* - This might well be linked to the question above. GP however feel that, with almost 80% reporting that their preference was often satisfied, this was still a very acceptable result giving increasing pressure on the service.

Finally it was noted there was a mismatch between the numbers of patients who had *signed up* for Online Services and those who actually *used* the service to book appointments. AP would ask his colleagues in other Practices whether they had a comparable situation. In the meantime we continued to market the online option and the % using this method was increasing, albeit slowly.

We then looked at the survey questions dealing with CONSULTATIONS, these included issues such as how well the GP/Nurse listened, explained things, involved you in your care, etc. These questions were last asked in a survey in 2012. Across the board scores had either stayed the same or (in fact in most cases) improved. The only puzzling answers were those to the last two questions. The first was - *"Overall, how would you describe your experience of your GP surgery?"*. The score was almost identical from 2012/2016, with 96.7% and 96.5% respectively describing this as 'Good'. The second asked - *"Would you recommend your GP surgery to someone who has just moved to your area?"*. Here the score had fallen from 98.3% to 93%. Whatever the reason, it was still high at 93% and much greater than the score from the UK-Wide GP Survey at just 80%.

The final page of the survey results gave the demographics of the respondents, their age/gender/ethnicity/etc. The question was asked if the age distribution was representative. AP noted it would reflect the age distribution of patients actually visiting the surgery, rather than ALL patients, but agreed to look into this.

AP would make some minor amendments to the reports, reflecting our discussions and would publish these on the Practice website, together with any comments patients had added to their survey form.

(3) Your Future Care – Consultation Process

CF/CS pointed out that this process was well underway with a further public consultation exercise in Exeter planned for 12th December at Exeter Community Centre, St David's Hill, from 10.00 am to 12.30. Significant changes were proposed and all Practice Patient Panel members were urged to attend. AP agreed to circulate details of the 12th December meeting to the wider Practice Patient Panel Email Group, post notices in the surgery and put an entry on the Pinhoe TV screen.

(4) WebGP

Some Practice Patient Panel members had recently seen an demonstration of this web-based system that offered patients an online consultation via a series of algorithms. Outcomes might include advice and recommending treatment(s) available from a pharmacy. The system was linked to the Practice's own systems such that, in appropriate cases, contact with the patient's GP formed the last step in the process. Members attending the demo had been very impressed with its scope and potential value.

For a brief overview go to <https://econsult.net/> and click on **Watch a quick overview**. For a more detailed demo try <http://demo.webgp.com/>

AP advised that the Practice had committed to offering WebGP to patients and hopefully this would be implemented early in the New Year.

(5) Approach Road to the Surgery

The GPs were well aware of the very poor state of the short approach road that led to our car park. Local PPP members had already made representations via their ECC councillor David Harvey and AP noted that the Practice would add its voice. The Practice was also concerned re. the double parking on the approach road and suggested some form of parking control. Local PPP members were however very concerned that any limitation on parking here, would cause the existing problems with inconsiderate parking on Station Road to worsen.

(6) Any Other Business – No items were offered

(7) Date of the Next Meeting and Schedule for 2017

AP noted that having the Practice Patient Panel meeting shortly after the GPs' own Partners' Meeting had worked well, in that decisions made at the latter could be quickly brought back to the Practice Patient meeting. The next Partners' meeting was on 26th January 2017. In keeping with the rotating sequence of Tue/Wed/Thu meetings, he therefore proposed Thursday 2nd February.

To maintain the link with the Partners' meeting - which were not scheduled ahead for the year – we would have to fix each 'next' meeting individually.

*** The meeting closed and AP thanked everyone for their attendance***