

KINGS CORNER SURGERY Patients' Participation Group

Minutes of the meeting Tuesday 5th March 2013

Present: Peter Bateson (Chair), Christine Weightman (Secretary), Pat Morris (Minutes), Sally Hanson, Russ Howell, Peter Standley & Dr Hamid represented the surgery.

Apologies: Clare McAteer, Harry Ruprah, Philip Shelley, Daphne Luff.

1. Arising from the previous meeting:

All covered by the Agenda.

2. Distribution of Newsletter.

There has been positive feedback from patients, welcome news! Copies have been made available in the surgery waiting room (with reduced amounts of alternative reading material). Unclear if there are more copies still available, Dr Hamid will check and replenish supply if necessary. **Action: Dr Hamid**

3. Heatherwood.

Christine had written to Charles Waddicor (Chief Executive, Berkshire NHS) regarding future plans but had not received a reply.

There would be a public meeting Monday March 11th at Ascot Racecourse to update people on plans for NHS developments locally under the Shaping the Future plan. PPG members will attend.

Another public meeting was planned for March 26th, 10.30 at Maidenhead to make final decisions about the "Shaping the Future" strategy. PPG would be represented. **Contact Peter B for details.**

4. "PPG Awareness Week" June 3-8, 2013.

This will be a national media campaign organised by NAPP. Our PPG contribution would be discussed when further details are known, perhaps coordinating our actions with those of Magnolia House PPG. Details are needed from NAPP.

Action Christine

5. EMIS

Seems to be working well for patients seeking details of their records and results of tests. The latter may need medical interpretation, but if they show no cause for alarm it saves unnecessary visits to the surgery. Abnormal results trigger a suggestion for consultation with a Doctor. The systems is being extended to allow for electronic prescriptions to be sent direct to pharmacies. This saves time and paper, but patients will need to be told (by the Surgery or local pharmacy) how to access this provision.

6. National Scheme for poems to be available in surgeries.

The practice is relaxed about the idea and willing to cover the small cost involved. The value of poems was briefly discussed. Agreed Christine would investigate further. **Action Christine**

7. Problems with local ambulance service.

Several alarming situations were described; Jackie McGlyn is logging cases affecting Kings Corner patients. It is unclear who now supplies ambulance services locally, Dr Hamid will find out.

Action Dr Hamid

This is an issue that should perhaps be raised with other local PPGs through the Joint Forum.

Action Peter B.

8. Patient Survey results (surveys completed Feb 2013)

The survey results were reviewed and discussed by the group and are summarized below:-

KCS Patient Survey 2012 Results Analysis

1. Booking an on the day appointment – improved from 86% last year to 90% this year
2. Booking appointment in advance – improved from 50% last year to 82% this year
3. Helpfulness of reception staff rated the same at 77%
4. Awareness of services offered by the practice – very similar results to last year however more patients were aware of the early morning and evening appointments this year
5. Access to medical records on-line – very similar results to last year

2011 Plan - Announced availability in winter newsletter in Jan 13 but had very little uptake

6. Finding out information about surgery – very similar results to last year with website scoring highest at 71%

2011 Plan - New website was not launched until end March 13

7. Wheelchair access – of the small number of patients this applied to more found us user friendly than last year (8% / 5%) and slightly less had a problem than last year (3% / 4%)
8. Overall satisfaction with surgery was the same as last year at 72% very satisfied and 25% fairly satisfied
9. A&E attendances – about the same attended both years because the surgery was closed (26% / 24%) Slightly more attended as it was more convenient (5% / 2%) but less had attended (55% / 67%)

2011 Plan - OOH service promoted in winter newsletter and Surgery open all day from 1/4/12

10. Additional comments – mainly very positive feedback complimenting good service

Some negative comments:

- drs running late and having to wait a long time for their appointment (40-50 mins) – service good but wait unacceptable
- patients not kept informed when drs running late

- limited number of appointments available for on-line booking
- surgery closed for training & had to attend drop in clinic

Overall the results of the survey were very positive. Access ratings have improved from the previous year and more patients aware of extended hours surgeries. Most of the other results were the same or very similar to last year which was a very good result.

2011-12 Action Plan

- **Update Website – new website took longer than anticipated to develop and did not go live until mid March 13**
- **Raise awareness of OOH – article went out in winter newsletter in January 13 and information on new website. However 111 is due to launch in April 13 and this will be the first call when the surgeries are closed. 111 will triage all call and recommend the most appropriate medical route.€€**
- **Promote EMIS Access to medical records – article went out in winter newsletter in January 13**
- **Open surgery 1-2pm – from 1/4/12 surgery open all day**

2012-13 Action Plan

- **Promote website – encourage patients to visit website and sign up for on-line newsletters**
- **Promote EMIS Access for medical records**
- **Review the number of appointments available to book on-line**
- **Consider changing front doors to improve access to surgery as discussed in 2011**
- **Investigate why doctors run late and see if improvements can be made to reduce waiting times**

9. AoB

(a) District Nursing provision is no longer attached to the surgery and difficulties have arisen. A new system is in operation. Jackie McGlynn is investigating problems but having no success contacting the local administrative 'hub'.

(c) Recent information about the cost of visiting different NHS emergency facilities would be put in the next Newsletter. **Action Peter B.**

(d) Relations with Magnolia House PPG. Important local developments make it desirable for us to act closely with Magnolia House PPG. They receive our Minutes, but we do not receive theirs, so their activities are unclear to us. Peter B. would try to re-establish contact to achieve better communication and collaboration.

Action Peter B.

10. Next Meeting. April 24th is cancelled due to other Surgery business and this meeting will now be held on 30 April 2013, 6.30 at the surgery.