

## **KINGS CORNER SURGERY Patients' Participation Group**

### **Minutes of the meeting Tuesday 18th March 2014**

Present: Peter Bateson (Chair), Christine Weightman (Secretary), Pat Morris (Minutes), Spike Humphrey, Jac Olejniczak, Harry Ruprah.

Dr Whitfield and Clare McAteer represented the surgery

Apologies: Sally Hanson, Russ Howell, Sonya Lippold, Morag Longhorn, Peter Standley.

#### **1. Patient Survey Results, 2013-2014**

There were 340 responses returned, 210 online and 130 on paper.

75% expressed themselves "satisfied overall", and with the staff, with only 2% "dissatisfied". 70% of the returns indicated an awareness of online services (but the majority of returns were online, a biased sample, see above).

Various suggestions had been submitted for changes and improvements, but many were impractical for various reasons.

#### **2. Matters arising from Survey Questionnaires.**

Despite 85% of the questionnaire returns recording that an appointment had been obtained when requested, there remained problems with the appointments system, causing distress to a minority of patients. A lengthy discussion of the issues ensued. There are Government-imposed constraints on when a proportion of appointments can be booked and there are only a finite number of slots available. Whatever system is devised, some patients will be disappointed. The early morning telephone system seems to be a particular source of dissatisfaction. Suggestions were offered to assist improvement. The Surgery staff will be meeting to examine the whole process of booking appointments. Meanwhile information is being sought from other local surgeries, some of which claim not to have a problem. Patients also need to be made more aware of appointments to see the nurses who can deal with many issues without the need to see a doctor.

#### **3. New Secretary**

This matter was briefly discussed but not resolved.

**Action: all**

#### **4. Magnolia House public meeting**

The next is due this week – Thurs 20 March on Diabetes

#### **5. Patient Forum re-launch**

It appears that 'Healthwatch' is trying to re-convene a forum representing all 15 of our local Ascot & Bracknell PPGs. Peter B. will represent us at the meeting on March 25<sup>th</sup>. A similar initiative involving Windsor & Maidenhead Healthwatch is in prospect. It was agreed that we should be represented there too (in order to see what is happening) and Christine agreed to attend.

**Action: Peter B. & Christine**

#### **6. Patient Participation Awareness Week (June 2-7).**

Christine would draft a suitable notice about the PPG to put up in the surgery, and discuss with Sally its layout and production. **Action: Christine**

A Newsletter and Press Release should also be prepared for issue that week. Clare would prepare a summary of the Patients' survey results. The Newsletter could also draw attention to services provided by nurses (potentially easing the appointments problem experienced by some patients).

**Action: Clare, Peter B.**

Any Press Release and information issued via 'Ascot Matters' (for example) must focus only on the PPG and not be construed as advertising the Practice. Drafts will be discussed at the next meeting, along with methods of dissemination (Harry's wife may help with that).

#### **7. Urgent Care Centre, Bracknell**

This will open at 8:00am on Monday 7th April at the Royal Berkshire Bracknell Clinic, Brants Bridge, London Road, Bracknell RG12 9B. It will replace the Heatherwood Hospital Minor Injury Unit which will close on the 6<sup>th</sup> April. Services include diagnostic tests including x-ray and treatment of minor illnesses and minor injuries. Staff include Nurse Practitioners and a GP available throughout opening times 8am to 8pm 365 days a year. There will be a children's clinic every weekday evening.

#### **8. Next Meeting (at Kings Corner, 6.30pm).**

Scheduled for Monday 28<sup>th</sup> April and Wednesday 21<sup>st</sup> May.