

# Local Patient Participation Report

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# Local Patient Participation Report - March 2014

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### Background

At the Central Surgery, we aspire to provide caring, considerate and comprehensive family medical services of the highest quality in the heart of the community of Oadby.

Our nurses and doctors are available for both urgent and pre-bookable appointments between the hours of 8am and 6.30 pm Monday to Friday. Patients may choose to attend a face-to-face consultation, or to speak to a health professional over the telephone.

Patients can contact us via the telephone Monday-Thursday 8 am-12.30 pm and 1.30-6.30 pm, and Friday 8am-12pm and 1pm-6.30 pm. GP appointments can be booked online through the practice's website ([www.thecentralsurgeryoadby.co.uk](http://www.thecentralsurgeryoadby.co.uk)), and patients may also order repeat medication online. Patients can call into the surgery in person any time between 8am and 6.00 pm Monday to Friday (although we close the practice for 1 hour per week on Fridays at 12 pm, for staff training and development).

Additionally, we provide additional appointments outside these core hours via the Extended Hours scheme, on Monday mornings between 7:00 and 8:00 am. Patients were consulted about the timings of Extended Hours appointments by means of a short survey.

We close the practice for routine appointments for one hour per week, for staff training and meetings, and occasionally we may close for other short periods to allow for more lengthy training sessions, such as Infection Control. However, an on call GP is always on duty between the hours of 8am and 6:30 pm between Monday and Friday, for patients requiring urgent medical attention.

Our opening hours are governed by the General Medical Services GP Contract. In the evenings, at night, and during the weekends cover is provided by the Out of Hours GP Service, which is primarily for urgent problems that cannot wait until the practice is open.

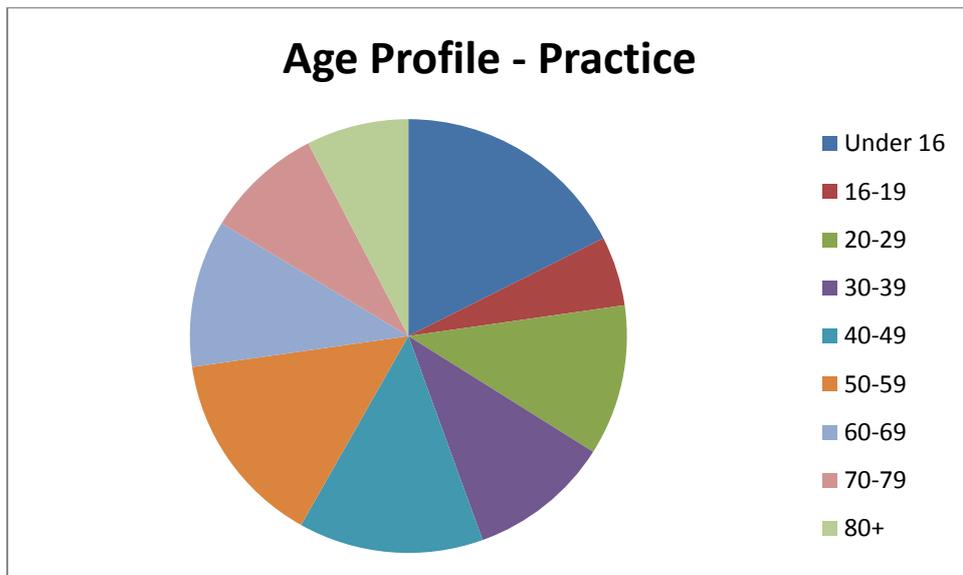
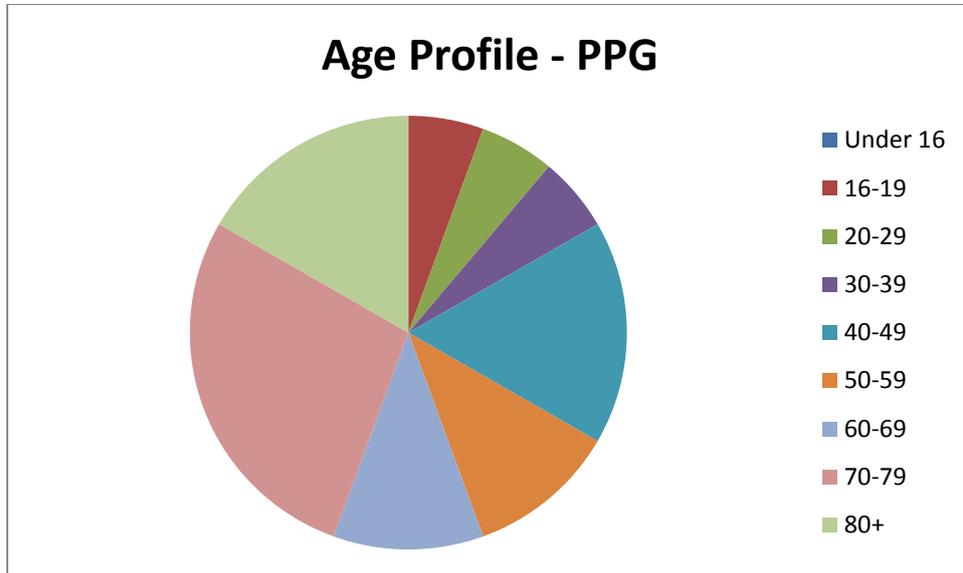
The Out of Hours service can be accessed via the 111 telephone number, which is free to call from both mobile telephones and landlines.

### Setting up our Patient Participation Group (PPG)

The Department of Health developed its Patient Participation Directed Enhanced Service (DES) with the purpose of ensuring that patients are involved in decisions about the range and quality of services provided by practices. We established our PPG in October 2011. The group is affiliated to the National Association of Patient Participation ([www.napp.org.uk](http://www.napp.org.uk)).

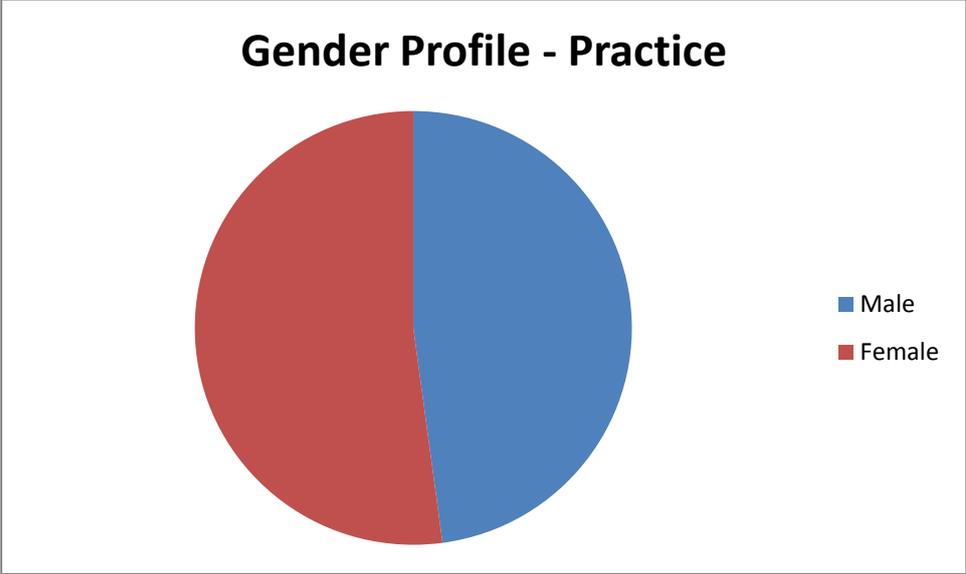
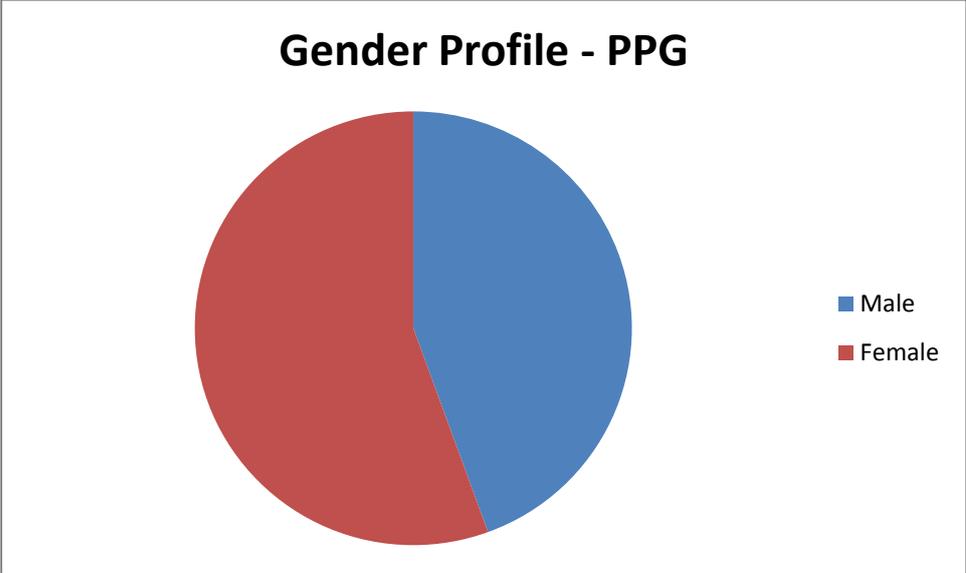
## Profile of the PPG Membership

### Age



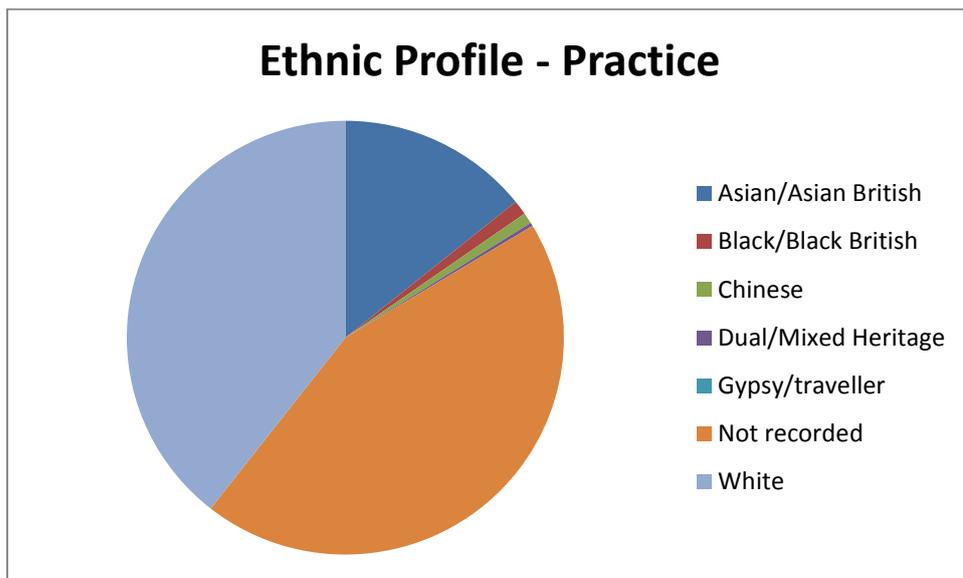
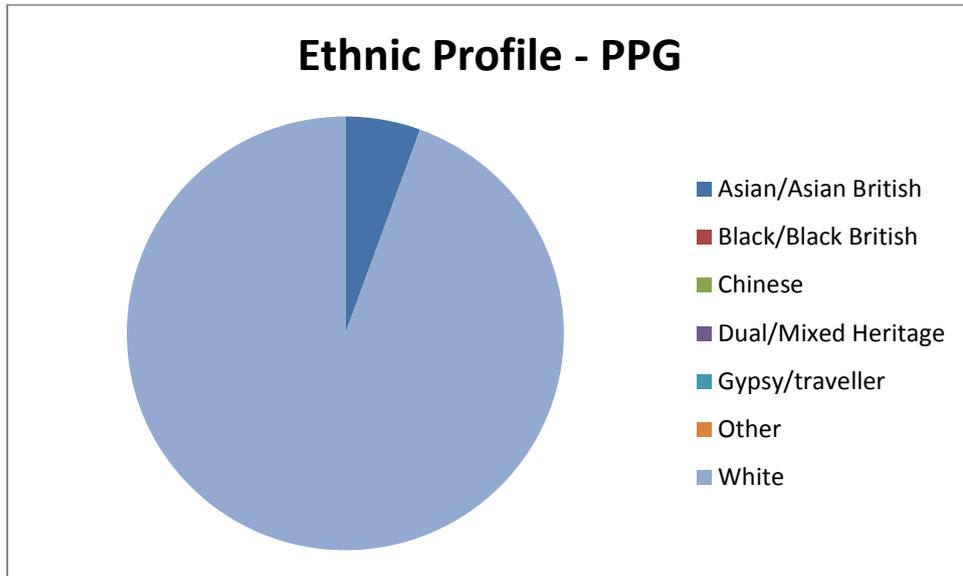
# Local Patient Participation Report

## Gender



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## Ethnic Background



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## Ensuring the Group is Representative

It takes time to create a cohesive and independent PPG, and at the June 2012 PPG meeting it was decided to actively recruit more patients, through posters, the practice website, and through directly approaching patients and asking them to join the group. Patients from the following groups were identified as being under-represented: Non White British ethnicity, parents with young children, carers, men and women of working age, patients with a disability. The practice invited patients from these groups to join the PPG, through a combination of letters, telephone calls and direct approach from doctors and nurses.

By November 2012 the group's membership had evolved and expanded. It had become considerably more representative of the patient population than it had been initially. That said, it is clearly recognised that it is not completely representative, and the group continues to focus on reaching out to under-represented groups, via direct approaches to patients from practice team members, to stating under-represented groups on the practice website.

## Keeping patients updated about the PPG

The PPG has its own page on the practice website: [http://www.thecentralsurgeryoadby.co.uk/08\\_patient-participation-group-oadby.php](http://www.thecentralsurgeryoadby.co.uk/08_patient-participation-group-oadby.php)

Minutes of the most recent meeting are available, along with recent survey results and details of the actions the practice is making to respond to patients' views as expressed in practice surveys. Additionally, patients can submit feedback to the practice via its website and suggestions box.

Patient suggestions and feedback are discussed with the PPG at every meeting.

## Local Patient Survey

This is the third year the practice has run a survey in conjunction with the PPG.

## Developing the Survey

The practice manager consulted the PPG on which issues are a priority for the Local Patient Survey, at the meeting held on Wednesday 14<sup>th</sup> November 2013<sup>1</sup>. The group agreed to make the survey shorter than the 25 questions that had been included the previous year, as it was felt the length of that survey had put people off completing it.

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<sup>1</sup> [Appendix One – Note of the PPG meeting 14th November 2013](#)

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It was agreed to focus on the following areas:

- Satisfaction with appointments system
- Feedback on people's priorities regarding seeing GP of choice and seeing GP quickly
- Satisfaction with getting through on the phone
- Usefulness of speaking to healthcare professional via telephone
- Satisfaction with care received at the surgery
- Satisfaction with service from Reception team
- Being overheard in the waiting room
- Satisfaction with immunisation clinics (flu etc.)
- Satisfaction with repeat prescription service (noted we had changed the system due to patient safety reasons)

## Seeking the views of registered patients

The Local Survey was available for completion by patients both in hard copy in the waiting room, and online through the practice website, between December 2013 and January 2014. It was heavily advertised around the practice by means of posters and the scrolling information board in the waiting room, and was open for the entire month of December.

230 responses were received within the timeframe. Both the practice team and the PPG were delighted with the increase in the number of respondents who had completed a survey compared to the previous year, when only 52 were received.

It was noted at the PPG meeting on 11<sup>th</sup> February 2014 that the respondents represented the overall age and ethnic mix of Oadby much more than in the previous year, and the practice was congratulated on its efforts to consult patients.

## Summary of the Results<sup>2</sup>

### Satisfaction with appointments system

77% of respondents reported they can normally get seen on the same day.

44% reported they see their preferred doctor always, almost always or some of the time.

86% reported it was very or fairly easy to get an appointment with a practice nurse.

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<sup>2</sup> [Appendix Two - The Central Surgery Patient Survey Results 2013-2014](#)

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There were many positive comments about being able to speak to the GP/nurse consultant on the same day, and about being able to get an appointment.

### **Feedback on people's priorities regarding seeing GP of choice and seeing GP quickly**

Of patients who responded to the question which is more important, either seeing a GP of choice (even if this means waiting a few days), or being seen quickly (even if this means no choice/less choice of GP offered), 50% favoured waiting for their GP of choice, and 50% favoured being seen quickly.

### **Satisfaction with getting through on the phone**

74% rated the ability to get through on the phone as excellent, very good, or good.

There were a number of comments received in the free text section about waiting times for the phone to be answered, particularly at 8am when the practice opens and the 'on the day' appointments are released.

### **Usefulness of speaking to healthcare professional via telephone**

78% of respondents found it useful to speak to a health professional on the phone, and 62% had found obtaining their test results by phone to be useful.

### **Satisfaction with care received at the surgery**

64% of respondents reported themselves to be very satisfied, and 27% fairly satisfied.

74% would definitely recommend the practice to someone who had just moved into the area, and a further 14% might recommend the practice

### **Satisfaction with service from the reception team**

91% of respondents were very or fairly satisfied with the way they are treated by receptionists.

### **Being overheard in the waiting room**

22% of respondents were not happy about the potential for other patients to overhear what they are saying to a receptionist in the main reception area.

### **Satisfaction with immunisation clinics (flu etc.)**

The practice had made a real effort to respond to patient feedback in the previous year's survey about patients' experiences of flu clinics, where a lot of patients are seen in a relatively short period of time. They are quite a feat of logistics to organise.

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Of respondents who had attended a flu clinic, 37% rated their experience as excellent, 18% as very good and 5% as good. Nobody rated it as poor! There were also many comments received noting improvements this year compared to last.

### **Satisfaction with repeat prescription service (noted we had changed the system due to patient safety reasons)**

71% of respondents who use the repeat prescription service rated themselves as very or fairly satisfied.

However, there were many examples offered in the free text section, where patients reported issues with obtaining repeat prescriptions. It was noted at the February 2014 PPG meeting that the practice had made efforts to contact local pharmacies, to engage with them in streamlining processes relating to managed repeats. The practice manager had had mixed success in engaging with one of the local pharmacies in particular, due to a high turnover of staff.

It was also noted that some of the issues were caused by errors by practice staff. Migration to the Electronic Prescriptions Service was discussed- at the meeting the practice manager did not have a lot of information about the new system, but after the meeting she invited the project manager from the LHS IT team to talk to the practice team about how and when it could be implemented, as well as understanding the size of the project to ensure it is appropriately resourced.

### **Discussion of results and action plan with PPG**

Copies of the full survey results<sup>3</sup> were sent to PPG members in time to be reviewed at the 11<sup>th</sup> February 2014 PPG meeting<sup>4</sup>. At the meeting members were given the opportunity to comment on and discuss the results, and the comments from respondents.

Because the practice manager had left the survey open for as long a period as possible to encourage patient participation, she had not had an opportunity to review the results with the practice team prior to the PPG meeting in February.

She noted the comments and suggestions from the group, and agreed to circulate a draft action plan after the meeting. This was circulated via email or hard copy<sup>5</sup> (depending on members' preference as to the means of contact), along with the notes from the meeting, giving the PPG ample opportunity to suggest amendments or revisions.

No amendments or revisions were received.

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<sup>3</sup> [Appendix Two - The Central Surgery Patient Survey Results 2013-2014](#)

<sup>4</sup> [Appendix Three – Notes from the PPG Meeting 11th February 2014](#)

<sup>5</sup> [Appendix Four – Letter/email to PPG detailing final action plan for their comments](#)

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## Survey Action Plan

Migrate to Electronic Prescribing Service in financial year 2014/15 (CD to lead this project)

Keep the PPG updated through quarterly meetings, and keep patients updated via practice website and newsletter

Review reception staffing rota after EPS has gone live, with a view to looking at reception opening hours and looking at the set up of the phone system

Maintain the 50/50 split of urgent/pre bookable appointments throughout 2014/15

Put up a clock in the waiting room (April 2014)

In next newsletter include section on 'Medication review explained' and '10 Top Tips from the PPG' (April/May 2014)

## Next steps

The practice manager will review progress on the above actions at future PPG meetings.

## Update on Year 2 Local Patient Participation Report Achievement

In March 2013 we published a first Local Patient Participation Report on our website. Here is our subsequent achievement of the action plan we set out in response to the previous patient survey:

<b>WE SAID WE WOULD...</b>	<b>WE DID.....</b>
We would improve the organisation of the flu clinics	We opportunistically immunised patients attending during 'flu season' to reduce the numbers needing to attend a separate flu appointment We reduced the number of patients seen in each clinic We increased the number of flu clinics We reduced the number of patients booked in at the start of the session We increased the number of staff available on the day We had a GP available to complete overdue health checks for patients,

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	e.g. blood pressure monitoring or overdue medication reviews
Collaborate with local pharmacies to improve patients' experience of pharmacy-ordered repeat prescriptions, with a view to reducing medicines waste	We invited Boots and Lloyds to attend practice meetings and PPG meetings We subscribed to a local charity called Intercare to recycle unwanted medications
Find ways to reduce patients being overheard in the waiting room	We had hoped to secure some quotes for sound proofing the front desk, but this proved to be more complex than the practice had initially anticipated. We have put up notices at reception advising patients they can talk to a receptionist in a side room if they have a confidential matter.
Produce a practice newsletter 3 times a year, to be available in hard copy, on practice website, and through email circulation	This was done, and respondents to this year's survey were also given the opportunity to sign up for newsletters
Get a waiting room digital information system, to share health promotion messages and information about the practice	We had hoped to have this in place by December 2013.  There is only one company locally who provides sponsored screens at no cost to the practice. Initially they were unable to secure enough local sponsors.  They canvassed local businesses again in December 2013, and a screen is due to be fitted in Spring 2014- we are sorry it's taken us longer than we anticipated!

### Appendix One – Note of the PPG meeting 14<sup>th</sup> November 2013

#### **Notes from Patient Participation Group meeting held at Oadby Central Surgery on Wednesday 14<sup>th</sup> November at 6:30 pm**

##### **Minutes of the last meeting**

The notes of the meeting on 17<sup>th</sup> September were agreed as a true record.

##### **Matters arising**

The following actions still to be completed:

- Source quotes for cost of sound proofing front reception desk be end of 2013 (CD) – still ongoing
- Set up waiting room digital information system be end of 2013 (CD) – CD reported she had met the supplier today, and that local businesses were signing up as sponsors.
- Source quotes for cost of installing disabled push rise on front doors and/or a buzzer to summon assistance from reception (CD) – CD had spoken to another practice who had recently had these installed as part of an extension and they were prohibitively expensive, bearing in mind the practice hopes to move to purpose built premises in the future. The practice had therefore had a buzzer installed at wheelchair height at the front door, to enable wheelchair users to summon assistance where required.
- Contact Lloyds, Asda and Sainsburys and ask the questions put to Lloyds and Boots at the June meeting (CD) – not done
- Boots and recycling medicines to the third world- there was some discussion about this. CD advised that our lead nurse Sarah, has set up the surgery's own collection service for unused medication on behalf of the Intercare Medical Aid for Africa charity. PG suggested the practice include this information in the next newsletter.
- Childrens Flu immunisations delivered in schools- PG mentioned that as a school governor there were a number of queries about whether or not the nasal immunisation was suitable for Muslim children due to it containing porcine ingredients, despite the advice from the authorities it was

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deemed to be acceptable. He wondered if this had been an issue for the practice- CD responded that a few patients had queried this, and we had referred them to the Department of Health guidance.

### Membership Update

VC and AW attended meeting for the first time with a view to joining the group. CD reflected that at some point there is a discussion to be had about folk who hadn't attended meetings or made contact recently, but no agreements were reached.

### Review of suggestions received

Three Suggestions had been received since the last meeting, one via the practice website and two via the Suggestions Box in the reception area.

Suggestion	Action
From website ' put practice opening hours on website'	CD had been surprised they weren't included and was grateful this had been pointed out. The website homepage has since been updated to include this info.
From Suggestions Box ' Can we update our website please when we close for staff training'	CD was more than happy to update these details to the website.
From Suggestions Box 'No child flu jabs early AM or late PM? I am a full time working mum and you only offer 9.30 – 12.30 midweek. I would like to suggest that you accommodate parents that have to work by starting them as early as possible, or as late as possible- or both? I have to take days off work to come to current available slots.'	CD said she would take this to the next practice meeting to see what could be done about the timings of appointments.  <i>(Post meeting note- I talked to the nursing team the day after the PPG meeting, and we are going to book a phone call for parents who can't make our routine appointment times, with one of the nurses, who will then fit the child's immunisation</i>

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	<i>around other times, e.g. after routine surgery for baby clinic – CD)</i>
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### Topics for discussion

#### Agree topics questions/priorities for Local Patient Survey

PG asked the group what the burning issues were, or if there were any current 'moans'. It was generally felt the practice had responded to issues in the past, e.g. changing from the 0844 number to local 0116 number. MS said that in response to feedback from the PPG, you could now book ahead and see your GP of choice, and book follow up appointments.

CD suggested we try and make this year's survey shorter than last year, as she wondered if 25 questions made it too long. She noted that only around 60 patients completed the full survey last year, and as the doctors were planning on reviewing the appointments system she wanted some solid patient feedback to base changes on. It was suggested that she make it clear from the pre-amble at the beginning of the survey that changes would be made, as an incentive to complete it.

The general priorities agreed were:

- Satisfaction with appointments system
- Feedback on people's priorities regarding seeing GP of choice and seeing GP quickly
- Satisfaction with getting through on the phone
- Usefulness of speaking to healthcare professional via telephone
- Satisfaction with care received at the surgery
- Satisfaction with service from Reception team
- Being overheard in the waiting room
- Satisfaction with immunisation clinics (flu etc.)
- Satisfaction with repeat prescription service (noted we had changed the system due to patient safety reasons)

It was agreed to 'retire' questions about how long patients wait to be seen by the GP, as it was noted the practice has made real

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improvements in this area. SH noted we had added 'catch up' slots into surgeries, and she felt it had improved things.

It was also agreed to 'retire' questions about awareness of website, online appointment booking, and practice opening times. CD reflected the practice was very unlikely to significantly alter its opening times in the near future, and any changes to our 'extended' opening times would be surveyed separately.

There was a discussion about the usefulness of asking about wanting to pre-book. MH felt most people are happy to wait to see their usual GP with an ongoing problem, and don't mind who they see for an urgent issue. Attendees were in agreement about this, and all preferred to see the same GP for long term issues. PG reflected the survey was likely to show that feeling in the results, but the PPG were happy for the question to be included.

CD felt the practice should consult its patients on this point. Her perception is that demand for appointments, particularly 'on the day' appointments was increasing, and that increasing the number of these could affect the ability to pre-book with doctors. She asked SH what her experience was from when she was on call. SH said she perceived demand for appointments was generally increasing, and national consultation figures showed that trend. She also said there were not more GPs.

It was agreed to have a 'suggestions/any other comment' field for patients to offer feedback, as the comments in previous surveys had been very helpful and should not be too onerous to analyse.

PG asked CD to circulate a draft of the updated questions to the group, asking for feedback. CD said she would do so, but would like feedback by next week ideally as she was keen to get started, and would agree the final wording with him in response to comments.

There was then a discussion about publicising the survey, and MS suggested the doctors ask patients to complete them. SH was happy to do so. IM wondered if perhaps there could be a tendency to cherry pick respondents, which was noted, but SH said doctors were trained to ask everyone when asking for feedback.

It was agreed to publicise it by the following methods:

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- Prominent posters in waiting room
- Newsletter
- Scrolling message board in waiting room
- Doctors and practice staff to personally ask patients to complete the survey

CD said that she would have the results by the end of January for discussion at the next meeting.

### **Any Other Business**

#### **Newsletter**

AW asked how you got a newsletter. CD explained copies were available in the waiting room and via the practice's website. Also last year we collected email addresses via the patient survey, and CD forwarded a copy via email to those who had requested it. LH mentioned she hadn't received a copy via email, and CD agreed to check she had her email address on the list.

#### **Date of next meeting**

A date of **Tuesday 11<sup>th</sup> February 2014 at 6:30 pm** for the next meeting was agreed. It was agreed to review the survey results and action plan then.

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### Appendix Two - The Central Surgery Patient Survey Results 2013-2014

230 responses

**Q1a. If you need to see a GP urgently, can you normally get seen on the same day?**

Answer	Count	%
Yes	172	74.8
No	34	14.8
Don't know/never needed to	24	10.4

**Q1b. If no, why not?**

Answer	Count	%
Fully booked on the day	31	13.5
Times offered didn't suit	5	2.2
Appointment available was with a doctor I didn't want to see	8	3.5
Can't remember	3	1.3

**Q2a. How often do you see the doctor you prefer to see?**

Answer	Count	%
Always or almost always	47	20.4
A lot of the time	54	23.5
Some of the time	68	29.6
Never or almost never	36	15.7
Not tried	25	10.9

**Q2b. How important is it to you to see your preferred doctor?**

Answer	Count	%
Very important	98	42.6
Quite important	92	40
Not important	35	15.2

**Q3a. Which is more important to you?**

Answer	Count	%
Seeing GP of choice (even if this means waiting a few days)	104	45.2
Being seen quickly (even if this means no choice/less choice of GP offered)	105	45.7

**Q4. How easy is it for you to get an appointment with a practice nurse at your surgery?**

Answer	Count	%
Very easy	86	37.4
Fairly easy	112	48.7
Not very easy	10	4.3

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Don't know/never tried            19    8.3

### **Q5. Thinking of the times you have phoned the surgery, how do you rate the ability to get through on the phone?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Excellent	22	9.6
Very good	87	37.8
Good	62	27
Fair	33	14.3
Poor	16	7
Very poor	7	3
Don't know/never tried	0	0

### **Q6. In the past 6 months how useful have you found the following?**

#### **Q6a. Speaking to a health professional on the phone?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Useful	180	78.3
Not useful	13	5.7
Never tried	32	13.9

#### **Q6b. Obtaining test results by phone?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Useful	143	62.2
Not useful	22	9.6
Never tried	59	25.7

### **Q7. In general, how satisfied are you with the care you get at your GP surgery?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Very satisfied	146	63.5
Fairly satisfied	61	26.5
Neither satisfied nor dissatisfied	13	5.7
Fairly dissatisfied	5	2.2
Very dissatisfied	0	0

### **Q8. Would you recommend the Central Surgery to someone who has just moved to your local area?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Yes, would definitely recommend	171	74.3
Yes, might recommend	33	14.3
Not sure	13	5.7
No, would probably not recommend	8	3.5
Don't know	1	0.4

### **Q9. In general, how satisfied are you by the way in which you are treated by the receptionists?**

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<b>Answer</b>	<b>Count</b>	<b>%</b>
Very satisfied	146	63.5
Fairly satisfied	62	27
Neither satisfied nor dissatisfied	12	5.2
Fairly dissatisfied	3	1.3
Very dissatisfied	0	0

**Q10. In the reception area, can other patients overhear what you say to the receptionist?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Yes, but I don't mind	154	67
Yes, and I am not happy about it	50	21.7
No, other patients can't overhear	8	3.5
Don't know	12	5.2

**Q11a. We immunise over 2000 patients for flu every year. If you attended a flu clinic this year, how did you rate your experience?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Excellent	85	37
Very good	41	17.8
Good	11	4.8
Fair	1	0.4
Poor	0	0
Very poor	0	0
Not applicable to me	69	30

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**Q12. This year we have made changes to our repeat prescription service, for patient safety reasons. If you have repeat prescriptions, how satisfied are you with the surgery's repeat prescription service?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Very satisfied	96	41.7
Fairly satisfied	68	29.6
Neither satisfied nor dissatisfied	15	6.5
Fairly dissatisfied	4	1.7
Very dissatisfied	4	1.7
Not applicable to me	29	12.6

**Q14. Would you like to receive a practice newsletter by email?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Yes	83	36.1
No	147	63.9

We collect and monitor the following information to ensure we are treating all people fairly and to help us identify any barriers that may need to be addressed.

**Q1. Are you male or female?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Male	74	32.2
Female	146	63.5

**Q2. How old are you?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Under 18	2	0.9
18-24	2	0.9
25-34	11	4.8
35-44	35	15.2
45-54	21	9.1
55-64	38	16.5
65-74	49	21.3
75-84	47	20.4
85 or over	15	6.5

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### Q3. Which of these best describes what you are doing at present?

Answer	Count	%
Full-time work	36	15.7
Part-time work	46	20
Full-time education	4	1.7
Unemployed	2	0.9
Permanently sick or disabled	12	5.2
Fully retired from work	97	42.2
Looking after the home	18	7.8
Doing something else	5	2.2

### Q4. In general, would you say your health is?

Answer	Count	%
Excellent	10	4.3
Very good	68	29.6
Good	74	32.2
Fair	54	23.5
Poor	12	5.2

### Q5. Which ethnic group do you belong to?

Answer	Count	%
White	183	79.6
Black or Black British	2	0.9
Asian or Asian British	27	11.7
Mixed	3	1.3
Chinese	0	0
Other ethnic group	2	0.9

Thank you for taking part in the Central Surgery Patient Survey

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### Comments received

#### **Q11b. Do you have any comments or suggestions as to how we could improve the running of our flu clinics?**

Don't double book appointments. Surgery overcrowded with no seats left when I last attended. Start on time. Don't expect patients to stand in a queue in the corridor.

You should make better note who has them as I have had 2 letters asking me to make

appointment when I have had my flu jab

As far as I am concerned everything is AOK

It would be better for working people I'm not sure but maybe trying to make it easier for them to get appointments. I have had 2 letters asking me to make

more

They are done in an orderly manner and no problems in that area

Current scheme is excellent. However, earlier notice of the start of the flu clinics would be

helpful so we patients can plan ahead.

It doesn't seem to need fixing

Flu jab was given by nurse when having blood test. Did not attend flu clinic.

I think it works well

No. They have been perfect in the couple of times I have used them.

Prioritise the early morning and late afternoon appointments for those persons who have to

work full time for a living.

A simple check of the patients date of birth at appointment would assist the reception to facilitate this.

No. I had no difficulty arranging the appointment and was seen on time.

Appointment ran smoothly and on time as far as I was concerned, no problem.

Sometimes patients need privacy divulging ages etc that may not seem important to

reception staff

Satisfactory

Give it to those who need it most

Done with INR

I would have liked my husband given a flu jab but he was too young

Not off hand

The appointment system seems to work fine, even if you have to wait a week or so. I don't

consider this service to have any urgency attached to it.

Need you to inform patients when you do need vaccinations

More of them on a Saturday

Reduce volume of people in surgery at any one time. (Do it by initials) A/B surnames 1st

week etc

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Let us know the date flu jabs start  
Had an individual appointment this year. It would appear to be quicker for your staff with the queue system.  
Please let Muslim patients know if any animal extract present in vaccine  
It would be helpful if a day could be set aside for phone consultations with senior doctors by appointment.  
Great improvement in 2013 compared with 2012- which was crowded and deafening!  
For the last 2 years I happened to be seen by a doctor and had the jab then!  
Very efficient  
I think they are ok as they are  
I have a repeat prescription but I am not aware of the new system. The reception asks the patients what the problem is, however, when you see the doctor they do not appear to have knowledge of this. Why ask? Also you need to make the service available to people who work full time.  
This year I happened to be seeing my doctor at the relevant time and he gave me the flu jab there and then. Perfect!  
Saturday clinic was very good  
Keep up what you're doing  
Do not agree with receptionists asking what is wrong when asking for a telephone ring back from a doctor. Doctor/patient confidentiality should be kept at all times.  
No! I think very quick and proff  
Put all older people on one day and younger on another then don't have to wait for them to re-dress!  
It was better having an appointment on a weekday than at the 'cattle market' on a Saturday  
Not really, the surgery manages to get through patients wanting flu jabs very efficiently  
There are not enough receptionists to deal with through the door patients although there are always many staff sometimes reception is understaffed meaning patients have to knock on staff  
Not real ldyo, oitr w toa sb ece dretainlt lyw ibthe tatenrd t hthisis y reasru tlhtsa nin ocno npruesviioonus visits. However if you do not go to the doctors very often, or if is your first year you may not know when the immunisation starts  
I had the flu injection on a visit to the GP. Very satisfied.  
Only just had my first flu jab today- everything ran smoothly  
You did very well this year for my husband and myself  
Too crowded. More doctors on duty times to attend.

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**Q13. Do you have any comments or feedback about the care you receive, our appointments system, our repeat prescriptions service, or any other aspect of the way the practice is run?**

We joined the practice because the partners are well qualified. It is easy to see a doctor

but at short notice it is often not one of the partners.

Have a rota for manning the phones at lunchtimes. It is the only time some people can

manage to phone the surgery.

More care should be taken with prescriptions as we had 2 go missing in last month

Not really

Maybe a visual information TV/monitor, the LED board is sometimes hard to read. You

could also use it for advertising local services, similar to the post office!

Not really I am fine with everything. I think you are a good Doctor practice.

There are no problems in any of the areas mentioned

Phone advice has been a frustrating and at times useless process for me as doctors usually

ring when I'm at work and can't always answer. I can't ring them back!

Sometimes I give

up. Prescription service much worse recently due to time delays.

I have been very well looked after by all the staff and am a very satisfied patient- keep up

the good work.

Disappointed as it's now 48 hours for a repeat prescription

Could we have a clock in reception please? Sometimes we don't have a watch and am

unable to see how long we have been waiting etc.

Suggestion- for Vascular Dementia & other mental health problems causing severe memory

loss could a telephone call to the patient to remind them they have an appt at the surgery

which would help to reduce missed appointments and help Dementia patient?

Thank you for the survey and making patients feel involved. As patients we are interested

in how the surgery runs for us and improvements etc.

Chemist staff calling for Rx collection cause delays at reception when they have lots of

queries. Queues form and is not in patients' best interest. Could they call at the surgery

out of hours or be dealt with by another staff member to avoid sick & disabled patients

Very good service

A lift to the upper floor would be ideal for less mobile patients or receptionists asking if

patient needs to be seen in downstairs room

Would like to be able to see a doctor at the weekend

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I love this drs they have looked after all my family  
receptionists are lovely girls  
When I rang for an appointment I was told to ring first thing in the morning on  
the day of the  
appointment. But I had to insist to get my appointment (as I was in pain)  
Yes- the phone service is very poor as you have to wait for someone to  
answer and  
sometimes it can take 10 mins. When you finally get through another piece of  
music plays  
and you have to wait even longer. Then even if you call at 8am you are still  
not guaranteed  
an appt at the surgery for the same day  
A larger prescription box is needed. It is often difficult to post it.  
This practice, every aspect of it, is excellent. Thank you.  
Very difficult to get appts. Minor stitching or issues requiring immediate  
attention- have  
historically been advised by prescribing nurse to go to A&E or walk in centre.  
Receptionists- usually excellent, client-facing services with a can-do response  
It is an excellent all round service. It is extra convenient to me and I wear  
hearing aids and  
the batteries and tubing associated with these, are always readily available at  
the surgery  
Very difficult to get appointment. Not getting appointment makes you avoid to  
see GP. Will  
lb ae mn icpele taos hedav wei tmh othree awpapyo tihnitmgesn rtun at the  
Central Surgery, the staff are amazing and  
helpful  
I love coming to this practice and can honestly say it's the best practice I've  
ever been to  
This practice is excellent. I couldn't manage without it. They are always there  
for me.  
Thank you for getting me through another year. I appreciate it.  
I do not like the phone system. To wait in a queue. When you perhaps need to  
speak to  
someone urgently is not good.  
Being a Diabetic I would appreciate a reminder to make appointments for the  
Diabetic  
reviews.  
Private prescription occasionally not signed by Doctor  
I am very satisfied with the care I receive from doctors, nurses and  
receptionists. I like the  
appointments system and ability to book online when appropriate but  
receptionists are  
always helpful if done by phone. Have had a problem with repeat  
prescriptions recently  
when a 'rogue' review date keeps appearing in spite of being told it has been  
sorted. This  
resulted in one item being rejected unnecessarily last month. Otherwise very  
satisfied with  
the practice and the problem is minor in the scheme of things.

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I don't like the telephone consultation service at all- if I ring to see the GP I want to see the GP. I can ring NHS Direct for a telephone consultation. You seem to have far too many receptionists (is it one per GP?)  
Very satisfied. Thank you.  
I like being able to make appointments online. I have not yet tried repeat prescriptions online. The pharmacy can complicate matters by ordering things you haven't ticked I have complained so hopefully that will improve.  
Sometimes rather a long wait  
I have 4 items on monthly repeat so I call in every 4th Monday to order. This works fine with all the items except methotrexate because one receptionist refuses to issue because it appears I am ordering early due to the date discrepancy caused by the fact that tablets are issued for 28 days and months can be 30 or 31 days. Because of this I can't let Boots organise I have to come in personally and speak to a receptionist  
Over the years I have found if any doctor has a particular concern about my condition, I have always been referred to hospital. This gives me confidence.  
There have been a few mix ups with my repeat prescription  
Long wait to see doctor of choice if appointment is not urgent (sometimes 2-3 weeks)  
Good call back system  
I think the care I have received, and efficiency at which the Central Surgery have dealt with my appointments have made me want to recommend people joining the practice who move to Oadby. I am very happy with all the staff.  
Would like a permanent doctor instead of seeing anyone available  
I would like to be able to see the doctor of my choice more easily without having to wait  
No. All seems to work ok.  
Must be able to see GP of choice within 2 days maximum  
Thanks for your kindness  
1. I was given a prescription for an ailment which had not been relieved by the current medication. When I took it to be dispensed I found it was exactly the same as the previous one. I couldn't speak to the doctor concerned and eventually spoke to another and was told to double the dose. I was disturbed by this since I think it is not acceptable to tell a patient to just double the dose. This aspect was more or less ignored  
2. I was called for an annual check on blood etc, but the nurse was unable to take my blood

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pressure as there was no equipment in the room and there seemed to be no alternative on offer

The administration of repeat prescriptions between the surgery and the pharmacy not reliable thereby running out of various items

The service is excellent and electronic repeat prescription service a real boon  
On most occasions we have been satisfied with the way the practice is run

A very good job under great pressure

The long waits of the last few years seem to have gone

I have had a very difficult 7 years, without the support of my GP (Dr Isabel) I would not have

been able to cope. It's refreshing to be able to have complete confidence in a GP.

I am getting good treatments so far

Thank you for your hard work and the caring and friendly way you do it

All good

Is there a perfect appts system? I think the surgery and staff are excellent.

One would

have to go a long way to find better.

Generally good. Would prefer slightly longer appointment with GP- I know double appts

can be booked but they are not always available. A more accessible weekend/out of hours

service would be much appreciated! I don't suppose GPs can run to DVs these days but

WE surgery would help at times

Re prescriptions- very satisfied with this practice Boots have been poor though (lost one)!

All excellent

I don't have to have my name flashed up so everyone else in waiting room knows I am

attending a doctor's appointment

Staff are always attentive- pleasant, approachable. Never feel that I have been rushed always

give full time and attention to me.

The surgery & chemist particularly for the elderly (deliveries) need to talk to each other

regarding prescriptions. (It has been shocking at times)

Some issues with repeats using Boots- delays in renewals

1. 'Annual reviews' are cursory- 5 min telephone discussion instead of earlier physical

examination associated with broader scope of review

2. Weekend absence of service- health problems are not restricted to Mon-Fri, likewise

healthcare should not be restricted to Mon-Fri

They are all VERY good

Surgery is fine. But not very satisfied with our local chemist (Boots Chapel St).

Prescriptions not always correct. I.e. shortages, and never ready in time. Also never seem

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to see regular staff 'short of staff' frequently mentioned  
All good. Saturdays would be good.  
Excellent compared to my previous doctor  
Yes- hope you do not go too far with your 'on-line' activities at the expense of non-computer owners!!  
At my tender age I am NOT interested in owning or using one. Have only just managed a mobile phone!  
My husband finds it hard for his eyes drops for glaucoma he only get one lot of one sort and two of the other and always runs out at the last minute and can't do without them  
Often have to wait before getting an appointment  
Provision of newspapers?  
Background music questionable.  
More toys/books for children  
Very friendly staff know me and will get me support if I need it urgently. I don't have to go through lots of questions all the time. Can sometimes be difficult to get a same day appt but this is to be expected and dr call back is good because if need to be seen they will see  
Very good service  
Best GP I have been and I have seen a few. Very good.  
2 days for prescriptions is closer to 5 days at the weekend, which is unacceptably long  
Central Surgery compares well with other practices, according to comments from friends.  
More privacy in reception area  
Hard to get through in the morn past 3 times has taken 20+ minutes. However I get an appointment.  
After seeing a doctor about my health concerns and being put on medication, a follow up appointment would be helpful to see if medication has been helpful, or if there is further advice needed  
I LOATHE the telephone system. I think it is extremely disrespectful of your patients to expect us all to phone at 8am and hang on. It must also be hell for receptionists. The old system worked better. The 8 am call distresses and upsets me. I don't know any other way to get an appointment.  
I am more than satisfied with about the practice  
I have been with the practice for 37 years and have always been very well cared for.  
However at 75- my visits do seem more regular than previous and I trust that I am not

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putting a strain on resources! Recently the govt announced the OAPs would have a nominated GP to look after them. Will I have any say as to who this will be?  
Excellent  
Room for improvement in all dept, but overall satisfactory  
I think all in all the amount of patients, I think the practice works well  
Considering how busy and popular the surgery is, I feel they are doing a good job, but wish they had more time or doctors etc  
Online communication was not read when I sent it through. Also online communication does not let you send a message in the message box if medication is not ticked. This means any omissions cannot be made in the message box.  
I feel all staff are helpful and provide a good service to our family  
Lower the ratio of patients per doctor  
I'm very pleased with the service I've received over many years at this surgery.  
It has to be easy to get appointment with your own doctor  
I like the system of emailing for a repeat prescription  
Appointment system over the phone has to be changed. I ring at 8 am and still don't get an appointment to see GP.  
Get rid of premium rate phone calls to surgery  
Very good all round  
All good  
I am quite happy  
Evening and weekend service would be helpful  
I love the fact you could see a doctor on the same day and you don't have to wait a few days. So please keep this system. Thank you.  
Very happy with the care received. GP has taken detailed case history which quickly diagnosed the problem.  
On Wed 9th Jan I came to pick up my neighbours repeat prescription that had been dropped in on the previous Sun it was not ready and I was told it had not been picked up until the Tues. My neighbour then had to phone the surgery and complain and tell them she had delivered it on the Sun. It is not very impressive.  
No complaint at all, the surgery is excellent in all respects, friendly, caring, helpful and efficient. What more could we ask for!!!  
Considering the number of patients needing appointments I find the help and care we need is catered for well  
Very happy with all procedures  
Not really, it maybe not always the way I would like it. Its not always perfect but then what

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is. On the whole I believe that the practice is always very helpful and have found everyone to be very professional, helpful and pleasant

Letters for consultants not available as soon as they should be

Advertise appt times more clearly- saw on the website there had been a trial of Saturdays which would have been ideal but did not know appts had been available. Now no longer offered. Later appts would help. I have put off seeing dr due to either no appt or difficulty getting one. This has since been proven detrimental to my health.

Every time I order my repeat prescription there is an error. I now try to order my meds early, so that I have enough time to sort this out before I run out of tablets. My hospital letters are often not on the computer system when I see the GP and I have had the GP decline to give me a prescription for blood pressure tablets because of this.

Thank you I have always found the doctors nurses and reception staff to be very courteous

I have always been treated VERY well and with respect

Some receptionists do not seem to know about the necessity for the 6 monthly blood and urine tests if one takes drugs for blood pressure, statins etc. e.g. one receptionist said that I should ask for my drug review, but another receptionist did not know what that was some months later when I used the same phrase

No very happy with the service you provide, thank you

Very good surgery! Sometimes have to wait longer to get my preferred doctor. But can live with this I hope.

I would like to be able to book an appointment in advance for a chronic ailment. I do not know what the appointment system is or how it works- could this be explained please?

Would like a given time for a call from a health professional

I also know if I need to see a doctor or whether a call will suffice

a) Do not fully understand your appointment system. It seems to vary depending on the receptionist

b) Would prefer to decide myself whether I need a phone call or a face to face consultation at the time of making an appointment and also to choose a time over the next 2-3 days rather than 'on the day'

I recently went to collect my prescription and it was not ready due to a review being over date. What about e-mailing patients then this is due?

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### **Q17b. Do you have any comments or suggestions as to how we could improve the running of our flu clinics?**

More of them?

Unable to attend first flu clinic and struggled to make an appointment as dates had not been fixed. Found out after 3 visits to the GP that I could have asked the GP to do it rather than return for a separate visit.

I had my vaccination done unexpectedly when attending a nurse's appointment for a blood test so was able to cancel the booking for the flu clinic. This was useful to me. Maybe evening flu clinics would suit many people to reduce the need for Saturdays.

Start on time. Do not overbook or double book appointments. Do not force people to queue in the passageway. Have chairs in the passageway for those of us with walking sticks.

Scary didn't want to have a jab.

Could patients enter by side door and use two bottom rooms. They could then leave by normal door (or vice versa i.e. come in front and leave by side)

I realise seeing 2000 patients in the flu jabs but not all in one day. Cannot patients be given treatment when they have appointments at the same time, so spread the load, and save the congestion on the first day.

The Saturday seemed to work brilliantly

No. I avoid them!

Long wait in corridors not good

No

Receptionists are lovely!

It felt like being in a cattlemarket and the receptionist was very rude when we arrived 13/10/12

The clinic I attended for flu jab was chaotic. The reception area was too crowded, making it difficult to get in and out.

No suggestions but the surgery was chaotic with no of people attending

Don't give appt times as 50 people turned up at 8:30 am on same day and queued up the road

Re receptionists- you are not always acknowledge by the receptionist whilst waiting to speak to them. Not clear which screen you stand behind. I registered with the surgery after 15 years away and was dealt with by a new receptionist who didn't know what she was doing. I know there is transition time but good training is key.

No, they seem to me to work well

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**Q20. Do you have any feedback to offer us about our repeat prescriptions service? Please share your comments.**

Sometimes refuse to issue prescriptions due to date last issue, however sometimes need to be picked up before the time at which they want to issue to ensure supply is in the house,

I order on line but it would be useful for other patients to offer a phone ordering service to save visiting (maybe with restricted hours and a next day collection?)

Problem at Lloyds pharmacy. Only half the prescription available. Waiting time is also a problem.

I find it extremely useful to book repeat prescriptions online and to be able to check it has been issued before collecting.

Not always ready for collection.

Where possible the prescription is given to the patient while with the doctor

If done personally going to the surgery. Usually you get it at surgery collection from Boots Alliance? This can be varied pending on workload. Trouble is, variation in quantities of different drugs causes on repeat prescriptions, you get overloaded in one or two tablets, when one orders the small quantities and you get more in larger quantities.

If prescriptions get 'out of order', then you need to allow the patient to ask for some extra tablets etc to bring them back into line

Surgery is not a problem. Chemist can be.

I have Boots collect for me on repeat prescriptions- the system regularly fails. Often surgery won't issue prescription because a full month hasn't passed- even though I don't collect till a week later. Sometimes prescriptions disappear. Some of this may be the fault of Boots!

It is only mildly vexing that repeat prescriptions are not available to be booked over the phone. I write a note.

Maybe text when ready or email

Do not use Lloyds pharmacy- terrible

Normally good but last week several items missed off

Online requests would be great

No it seems to work well.

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### Appendix Three - Notes from the PPG Meeting 11<sup>th</sup> February 2014

#### Welcome and Introductions

PG welcomed the group.

Those present introduced themselves.

#### Minutes of the last meeting

The notes of the meeting on 26<sup>th</sup> November were agreed as a true record.

#### Matters arising

The following actions still to be completed:

- Source quotes for cost of sound proofing front reception desk be end of 2013 (CD) – still ongoing. CD sincerely apologised this had not been done; changes to the NHS had taken up a lot of attention recently.
- Set up waiting room digital information system be end of 2013 (CD) – CD reported the Community Network made contact just before Christmas with the good news that they had signed up enough sponsors to cover its costs. She is waiting to hear about delivery date.

#### Membership Update

MH was warmly welcomed to the group. Richard Vearncombe, one of the group's founder members, has offered his resignation.

#### Review of suggestions received

Three Suggestions had been received since the last meeting, one via the practice website and two via the Suggestions Box in the reception area.

Suggestion	Action
From website 'good no improvements required	None
From website 'more detailed	CD had contacted this patient

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information on making appointments. I held for 10 minutes only to be told to call back on Monday morning to make an appointment'	and discussed the issue- receptionists have been advised not to tell the patient to call back on Monday. This has been discussed at reception team meeting also.
From website – request we put a link to a therapy directory	CD will review the suitability of this link and update if it is an NHS service
From Suggestions Box 'Fine all patients who do not keep their appointments it is disgusting keeping other patients from taking them. The dentists do this £5!	CD reflected it was not permissible within the practice's NHS contract to fine patients.
From Suggestions Box 'Be able to call through at lunch time to cancel appts'	There was a long discussion about this- CD explained it was not as simple as receptionists all having their lunchbreaks at the same time. PPG members felt the practice should review its telephone opening hours, although they noted there would be costs associated with this, and CD agreed to take away the request to discuss with the GP partners.
From Suggestions Box 'Please explain if the appt is for a doctor or a nurse'	None.

### Topics for discussion

### Results of the Local Patient Survey

CD was pleased the survey had been completed by 230 respondents, which was a much higher number of patients than the previous year. There was a discussion about how challenging it had been to get folk to complete a survey- the majority of responses had been paper copies completed in the waiting room. The reception team had worked really hard to encourage folk to complete it. PH suggested survey results were looking at a self-

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selecting group. BF expressed the view the survey doesn't tell us anything new, and we would need far more responses than we have had.

PG reflected that any apathy could be interpreted positively, in that there are no 'burning issues'. He felt increasing the number of responses fourfold had been an achievement.

The general view that the respondents were more representative of Oadby demographics, in terms of age groups and ethnicity.

The appointment system was commented on a great deal. Many folk commented how they could get an appointment, and there was approximately a 50/50 split of demand for being seen quickly versus seeing GP of choice.

CD was concerned around 15% of respondents said they could not get seen on the same day, but the consensus of opinion within the group was that this was not a priority issue, as they suspected folk could not get an appointment with their preferred GP- the group's experience is that you can get an appointment. CD felt perhaps there was scope to do some training with the receptionists about explaining the system.

She was pleased that respondents had had a much better experience of the flu clinic, as the nursing and admin team had put a lot of effort into organising it with a view to improving patients' experience, and it is quite a logistical challenge to immunise over 2000 patients while still delivering a 'business as usual' service.

There was a discussion about comments about repeat prescriptions. Previously the practice had invited local pharmacists to PPG meetings. It was felt patients had to take responsibility for their own medications.

CD was concerned by the sheer volume of comments about problems with collecting repeat prescriptions. She suspected there was a combination of issues created by pharmacies and the surgery, and she felt it was a priority to address these issues.

SH explained medication reviews are good medicine, and the practice tries to personalise them around the types of medication and the individual patient. Patients whose prescriptions are

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collected by the pharmacies may not see the message on the right hand side that tells them when their medication review is.

Overall it was felt to be a positive reflection of services, with no one 'burning issue'. CD had only just received the results a few days prior to the meeting, so she had not yet drafted the actions plan. She also wanted to see the view of the PPG on the priorities

### **Suggestions for actions practice could take in response to feedback received**

It was noted there had been a number of comments about the opening times of the practice phone lines, as they are closed for routine enquiries for one hour per day, 12:30 to 1:30 pm Monday to Thursday and 12:00 to 1:00 pm on Fridays. Relating back to comments about number of appointments not attended from suggestions, MH felt we the practice could consider being more accessible for phone calls. There was a discussion about working people only having their lunchbreak in which to make calls.

CD acknowledged the suggestion, but explained it was not as simple as just changing the lunch break times of the reception team members. The majority of staff are part time and work on a shift pattern, so providing more staff would be a considerable cost. Lunchtimes are also the time when the practice team do other duties, e.g. dealing with repeat prescriptions and mopping up queries from throughout the morning, so CD was concerned there could be knock on impacts to other activities.

Put a section in the next practice newsletter about what a medication review is. RH also suggested the newsletter could feature a '10 top tips' from PPG' section and offered to write this.

It was agreed to get a clock for the waiting room.

The group asked CD what she felt the practice should focus on, and she said the main themes she had identified were the speed of getting through on the phone, keeping the 50/50 split between urgent and pre-bookable appointments in the system, looking at issues with mistakes/frustrations caused by obtaining repeat prescriptions.

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She also agreed to take away the view from the group about extending phone opening times at lunchtime, but she was unsure if she would have the resources to be able to change it without impacting another service.

She explained she had not yet had the opportunity to share the survey results with the practice team. It was agreed that CD would send the draft of the action plan incorporating the PPG's suggestions out, and members can direct their comments at CD. She will liaise with the chair for any amendments.

### **Electronic Prescribing**

BF asked when the practice would move to the Electronic Prescribing System. CD said that is a big project and the practice had not yet committed to signing up. She wanted to gain a clearer understanding of new contractual changes in the new financial year (which starts on 1 April) before making any firm commitments.

### **Date of next meeting**

A date of **Tuesday 8<sup>th</sup> April at 6:30 pm** for the next meeting was agreed.

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### Appendix Four – Letter/email to PPG detailing final action plan for their comments

8<sup>th</sup> March 2014

Name  
Address

Dear name

Please find enclosed a copy of the notes from the Patient Participation Group meeting on 11 February. I am delighted to inform you I have now recruited an apprentice administrator, part of whose role is to support me with the running of the PPG, so I am hopeful the next set of notes will be issued to you more promptly!

At the meeting, we discussed the recent survey, and it was agreed that I would incorporate the PPG's suggestions into our action plan. I have also had the opportunity to meet with the practice team and look at the survey with them too, and I have been able to feed back the group's suggestions.

When we met the group asked us about the Electronic Prescribing System (EPS), and I was unable to give you any firm plans. We have invited the Leicestershire Health Informatics Service project manager to talk to us about what would be required, and I have talked to the practice managers at Bushloe End surgery in Wigston, and at Rosemead Drive surgery in Oadby, as they have both migrated to it. (A patient leaflet is attached).

Now we have a fuller understanding of what is involved, we believe it would be sensible for the practice to make migration to EPS its major IT project for 2014/15, and I also believe it will address many of the concerns raised by yourselves and patients through the recent survey.

Firstly, it is likely to reduce the number of patients needing to come into the practice to collect repeat prescriptions in person. This could free up existing staff for other duties, and we could subsequently then look at our telephone opening times.

Secondly, it will require us to completely review our policies and procedures, and carry out extensive staff training.

Thirdly, it will provide a clearer audit trail of what has happened to a prescription request, which will reduce confusion and enable us to better pinpoint problems that need addressing.

Fourthly, it will require a closer working relationship between the practice and local pharmacies, and will encourage pharmacies who have previously been less close to us to work more closely in the future.

So, in summary the action plan following the survey will be:

- Migrate to Electronic Prescribing Service in financial year 2014/15 (CD to lead this project)
- Keep the PPG updated through quarterly meetings, and keep patients updated via practice website and newsletter

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- Review reception staffing rota after EPS has gone live, with a view to looking at reception opening hours and looking at the set up of the phone system
- Maintain the 50/50 split of urgent/pre bookable appointments throughout 2014/15
- Put up a clock in the waiting room (April 2014)
- In next newsletter include section on 'Medication review explained' and '10 Top Tips from the PPG' (April/May 2014)

I do hope you find this an acceptable proposal, but if you do have any comments or concerns please can you come back to me within the next week so I can have the action plan on our website by the end of the month.

Thank you again for all your contribution, and your time and attention.

Yours sincerely

Claire Deare