

**Dr Shaukat Hayat MBBS, DLO
Dr Almona Musa MD, LRCP, DRCOG, DCH, DFSRH, MRCGP**

**Shaftesbury Medical Centre
39 Shaftesbury Parade
Middlesex
HA2 0AH
Tel: 020 8423 5500
Fax: 020 8423 9294**

**Minutes of Patient Participation Group Meeting on
Wednesday 21.4.2010 at 5:30pm**

Present: Dr Almona Musa, Sue Murphy, Mary Kane, Sally Stickley, Mr N Patel, Mrs N Aruliah, Mrs P Lesadd, Mrs S Patel, Mrs L Tanner and Mrs J May

Dr Musa opened the meeting and thanked the patients for taking the time to attend the meeting. She explained that we hoped to hold these meetings twice a year in order to engage more with our patients, to give and receive feedback on our services with the aim improving communication and services to all our patients.

Dr Musa handed over to Sue to talk about the patient surveys.

1. Patient survey

Sue explained that the practice had participated in both internal and national survey's.

National Survey:

The national survey is carried out by Ipsos MORI and is commissioned by the department of health. Surveys are sent out to a random selection of patients registered at every practice every three months.

It asks questions about the appointment system, telephone access, opening hours, consultations with doctors and nurses and patient satisfaction with overall care.

Sue explained that unfortunately only a small percentage of patients return these surveys and so it is difficult to get a full picture of patients' views. The next batch are due to be sent out in May 2010 and Sue encouraged the patients to respond if they received one.

Internal Survey:

Over the past few years we have carried out an internal annual survey, the survey forms are handed out to patients when they attend the surgery, they are anonymous and are sent off to an independent company for analysis. The responses are measured against national benchmarks.

Sue gave a brief overview of the survey results and was pleased to report that a comparison of our last two surveys had showed an overall improvement in patient satisfaction of 6.3%, the most significant being waiting times at the practice and phoning through to the doctor for advice.

The survey highlighted that the practice opening hours was an area that could be improved, we have responded to this by increasing our opening times, and now open at 8:30 am each morning, in addition we are also looking at providing further extended hours.

2. Patient Newsletter Team

A copy of the practice newsletter was circulated to the patients. Dr Musa explained that this was our first newsletter and the aim of the newsletter was to update patients on important health related and practice issues. It is hoped to produce a newsletter twice a year.

Dr Musa said that the practice was keen for patient involvement in the next newsletter and appealed to those present for a patient editor inviting them to think about getting involved in the future. It was suggested that perhaps writing an article about this meeting for the next issue might be considered.

3. Practice Website

Dr Musa announced the launch of the practice website explaining that information regarding opening times and practice services is available. Patients can order prescriptions on line giving forty eight hours notice. It is hoped that in the future patients may be able to cancel and make appointments as the website develops and depending on compatibility with our clinical software system.

4. Extended Hours

Dr Musa explained that further to the patient survey the practice was hoping to provide an extended hours surgery. The practice hopes to open on Tuesday evenings 6:30pm to 8:30pm from May 2010, pending Harrow PCT approval.

5. Patient Feedback and Comments

Positive feedback was received regarding the newsletter, however, concern was raised about how patients who did not visit the surgery frequently would get this information and a suggestion of mailing the Newsletter out to all registered patients was made.

With 4000 patients on the books this would have considerable cost implications. Dr Musa mentioned that in some practices with active Patient Participation Groups, group members delivered newsletters to the patients.

The newsletter will be uploaded to the website and it is also the practice intention to post a copy of subsequent newsletters to any patient that has attended a patient participation meeting. It was further suggested that newsletters could be sent to patients via email.

A question was raised about how the website would be advertised, this will be done via posters, repeat prescription slips, word of mouth and via the practice newsletter.

One of the patients raised concern regarding the difficulty getting an appointment for blood tests, particularly fasting. It was acknowledged that due to staff holidays and the high demand recently this had been an issue. The practice will look into the possibility of earlier start times and monitoring the phlebotomy appointments.

Another patient remarked on Locum Doctor appointment slots, suggesting that we allow extra time per slot as the locums tend to take longer as they do not know the patients, this was taken on board and some explanation of the appointment system given regarding appointments book able on the day and in advance. One of the patient remarked that she had always be given an appointment on the day when needed.

One of the patients asked about well woman clinic, wondering if this was still provided as there is no set day? Dr Musa explained that well woman services had been incorporated within normal surgery times to give patients wider options of appointment times.

A remark was made about the shortage of nursing time at the practice. Dr Musa acknowledged that this was an issue that the practice was aware of and was currently looking into adding that there are financial constraints compounding this.

There were no other issues raised and Dr Musa asked the patients if they felt the meeting was valuable, which received a positive response with, patients expressing that they had found the meeting very informative and useful.

Dr Musa brought the meeting to a close, thanking all the patients once again for attending and for their very valuable feedback.