

PPG Minutes

Date: Monday 24th April 2017

Time: 13.30 – 14.30

Harford Multi Centre Room 3

Attendees: 13 patients

Staff attended: Dr Tai Okun
Dr Susannah Solaiman
Claris Quartey – Papafio
Susie Hannah
Rittu Vadher
Jason Tolentino

Susie Hannah welcomed those in attendance. Housekeeping run through. Explained to patients about the data wall and highlighted areas within the practice that needed improvement, displayed these areas on the wall. Previous year's data and information was displayed, the processes and actions that have been carried out to improve, and then outcome after the implementation of new processes and tests of change.

Patients were then able to look closely at the data wall and each staff member guided 2 or 3 patients to explain in more detail the information displayed. During the walk through, patients gave their comments and feedback which was noted down by staff members. A mix of Friends and family feedback comments filled out by patients were also shown.

Susie Hannah introduced Harford Health centre's newsletter.

Patients were able to write their comments under the following headers:

- How can the practice improve patient engagement
- Suggestions to improve GP/Nurse appointments
- What are your views on the way Harford can improve?

Discussed collectively as a group that DNA's within the practice should be an area that should be worked on and discussed in the next PPG, this was agreed by all those in attendance.

Other information

- Informed patients of upcoming CQC visit and feedback will be provided together with CQC report.
- Action for **Patient EMIS: 8387**. Offered to do walking group and also to find out about cost of running a physio class for over 50 year olds, will bring back information to practice to see if it can be accommodated financially.
- NEXT PPG MEETING Wednesday 26th July 2017 17.30 – 18.30

Feedback from PPG

- More Doctors
- Get rid of 48 hour appointments
- Abolish emergency calls and have face-to-face on the day for emergency
- Tackle DNA's
- System for taking phone numbers for call back rather than waiting on hold
- Social Media for some groups
- Notices to others social gathers like Mosques and Church's etc.
- Improve online access, as not everyone can book online
- Increase surgery capacity/building size
- More information/literature on what people use GP for
- Lack of understanding
- Physio group for over 50's for strengthening/stabilising exercises
- Flip up wall seats at the queueing area for long waits in the queue

Comments made:

Patient 1

"I have been with this GP for years, and I can see how much quality of the practice has bettered over the years"

"Waiting time has improved so much at this GP"

"Receptionists have made us patients more aware of different services accessible"

Patient 2 *"I have received great service from Harford Health Centre, the receptionist always go out their way to give me what I need."*

"I am happy that my GP is opened on Saturday"

"The care I received from my nurses' and the reminders I receive for my appointment shows me I am in good hands, always approachable"

Patient 3 *"I am happy with the 48hr service, I love it"*

"There is always an interpreter available when I have my appointment"

Patient 4 *"I love the phone lines, significant change on improvement on waiting time on phones compared to 3 years ago"*

"I love the focus on online access"

"Sufficient service"

"I love the cancellation text service and reminder I receive when making appointments"