

Jenner Patient Participation Group

Minutes of meeting on Tuesday 10 December 2013 at 6:30 pm

Present:

Alan Bailey, Peter Clark, Marie Gingell, Nickie Roome, Harry Wood; Jeanette Garforth, Dawn Leonida

Apologies: Barbara Britton, Pamela and Ray Cooper, John Paschoud, Neil Sherringham, Andrew Warsop

Agenda items (a) minutes and matters arising, (b) behaviour rules, and (c) role and functioning of the group were deferred to allow time to focus on main items.

1 Explanation of appointment allocation

- Dawn Leonida, who is responsible for appointments, kindly attended to explain how appointments were allocated in practice.
- The different types of appointment are:
 - Bookable at reception (in person or telephone):
triage, 48 hour, advanced (4 week), and telephone consultation
 - Bookable online:
“web” appointments.
- Reception and web appointments are separate: “web” appointments are not available at reception, and the other types are not bookable online.
- Each doctor has a daily template, showing their allocation of the different types of appointment (see end of these minutes). Different doctors have different balances.
- Web appointments are listed 4 weeks in advance, and Dawn makes new appointments available on Tuesdays. So, for example, on Tuesday 10 December she released appointments for w/b 6 January 2014.
- Dawn briefly reviews appointments each day, transferring unbooked appointments between categories to place them where they are most needed.
- Alan asked whether there was a measurement of how successful patients were in booking appointments. Jeanette said the PCG monitors availability of appointments anonymously.

2 Annual survey

- Survey to be completed by patients from approx 7-31 January, and analysed in February.
- Practice needs to submit by late March.
- Forms will be available in the surgery.
- There will be an alert on the website containing a link to the online version.
- The practice’s texting system could be used to notify all patients of the survey.

- Marie asked if forms could be posted to those demographic groups thought under-represented previously – eg age 70+ or 80+.
- We could send an email to those registered on Vision Online. Jeanette thought there were only a few hundred but will check. Harry said that last year 63% of respondents said they were aware of the online service so had expected more than this.
- We only know ethnic breakdown of the practice for more recent patients, as this information was not recorded in the past.
- Demographic data had only been used previously to analyse who responded. Harry suggested that answers to questions should also be analysed demographically, so it could be flagged if different ages, genders, ethnicities gave significantly different answers.
- Neil’s written suggestions were read out, in particular to remove the word “questions” from Q1, and making Q3 preferences 1-5 rather than asking patients to tick one.
- The preamble to Q1 should be shortened and separated from the question.
- We discussed pros and cons of replacing “Are you aware...?” with “Do you know how to...?”.
- Nickie suggested more demographic questions, eg disability, sexuality.
- Q10 (demographics) should be categorised rather than free comment.
- Alan warned of the trade-off of categories against space.
- Last year’s question 7 (the large tick box grid) should be first.
- Alan wanted as few changes as possible in order to make valid comparisons with previous years.
- Jeannete will do a mockup of the new draft questionnaire and send to the group this week, for comments (to Paul) by 19 December.

3 Any other business

- Julie Dennison and Barbara B had recently toured the building to review disabled access.
- Important to keep virtual group copied into emails, but this needs further clarification. Several of those present were also members of the virtual group but had the impression it was dormant.
- Peter suggested dates for future meetings, and it is proposed that they all now start at 6pm:
 - 21 January (Pre)
 - 18 February
 - 25 March (Pre)
 - 8 April
 - 3 June (Pre)
 - 17 June
- The meeting ended at 8:10.

Appendix

Examples of doctors' appointment templates.

Patient Summary List on 15/12/2013 for DR M EDWARDS

<u>Time</u>	<u>Patient</u>	<u>Notes</u>	<u>Comment</u>
<u>09:00</u>	<u>09.00 Aug New</u>		
09:00	Pre-Booked Advanced	No	
09:10	Pre-Booked Advanced	No	
09:20	48HRS	No	
09:30	web appointment	No	
09:40	Pre-Booked Advanced	No	
10:00	Pre-Booked Advanced	No	
10:10	48HRS	No	
10:20	web appointment	No	
10:30	Pre-Booked Advanced	No	
10:40	Pre-Booked Advanced	No	
11:00	48HRS	No	
11:10	web appointment	No	
11:20	TELEPHONE CONS	No	
11:30	TELEPHONE CONS	No	
11:40	TELEPHONE CONS	No	
12:00	TELEPHONE CONS	No	
12:10	TRIAGE APPT SLOT	No	
12:20	TRIAGE APPT SLOT	No	

Patient Summary List on 15/12/2013 for DR M EDWARDS

<u>Time</u>	<u>Patient</u>	<u>Notes</u>	<u>Comment</u>
<u>15:00</u>	<u>15.00 Aug New</u>		
15:00	48HRS	No	
15:10	web appointment	No	
15:20	48HRS	No	
15:30	web appointment	No	
15:40	Pre-Booked Advanced	No	
16:00	Pre-Booked Advanced	No	
16:10	Pre-Booked Advanced	No	
16:20	Pre-Booked Advanced	No	
16:30	Pre-Booked Advanced	No	
16:40	Pre-Booked Advanced	No	
17:00	Pre-Booked Advanced	No	
17:10	TELEPHONE CONS	No	
17:20	TELEPHONE CONS	No	
17:30	TELEPHONE CONS	No	
17:40	TRIAGE APPT pm	No	