

Dr J M Pilpel & Dr V C Tiguti
The Surgery, Old Road, Upper Tean, Stoke-on-Trent, ST10 4EG
Tel 01538 722323, Fax 01538 723363 Dispensary Tel 01538 722215
Blythe Bridge Primary Care Centre
Uttoxeter Road, Blythe Bridge, Stoke-on-Trent, ST11 9NT
Tel 0300 1234017, Fax 0300 1234301

Minutes of the PPG Meeting
Held on 21st March 2013 at 11.45am

Present :	Apologies:	
Frank Hopley (chairman) Jane Welch Ken Ball Doreen Ball Brian Moran Ann Hughes Peter Jones	Joy Whalley Philip Howell Louise Whitehurst S Rawlings Debbie Beville Ann Ball Derek Sederman	
1. Welcome and introductions – FH welcomed all attending the meeting and Ann advised there were 2 new members to the group, but they were unable to attend today.		
2 Minutes of the last meeting – Brian asked for amendments to be made to the minutes as follows: Page 1 – Brian Moran asked for clarification of the figures given under AOB – Brian stated he did not ask for clarification but for explanation Page 2 – Brian Moran said that a National Association of PPG's might have helpful ideas – Brian asked for the following to be added, has the practice joined the NAPPG as this would be a good idea. 1 st year membership is £60.00 and annual renewal £40.00 thereafter. Jane asked for the following to be amended: Page 2 - Jane Welch outlined a new programme re Dementia care – Frank Hopley outlined a new programme.		
2 Matters Arising . a) Frank updated on the sign at Blythe Bridge – He had spoken to Charlotte, who promised to get her manager to email him, but as yet no word. Frank to chase. b) Being more representative – Peter to set up a sub-group to tackle this. Peter and Frank to take forward c) Dentist – Frank advised that the dentist he had been in discussion with needs to approach to PCT re setting up a branch in the area. d) Dementia – Frank advised that there were 7 North Staffs Centres of Excellence, 1 in the Moorlands and 1 in Staffs. The District Council hope to provide transport. Ken asked if Frank knew where the other centres were to be situated, but Frank did not know e) Chiropody – Frank advised that Premier Feet may be able to obtain premises in the local area and this was ongoing.		FH PJ
3. Patient Survey – Brian stated that he felt disappointed in how the practice presented the survey to some of the patients i.e. some of the Blythe Bridge questionnaires print quality was not as he would have liked and some of the Tean Questionnaires had been printed with some of the pages inverted and therefore should have been rejected. He stated that he had spent around 40 hours work on the survey and would have liked it to have been perfect before been handed out to patients. We agreed that there were lessons to be learned from this. Frank congratulated us on a job well done.		

Dr J M Pilpel & Dr V C Tiguti
The Surgery, Old Road, Upper Tean, Stoke-on-Trent, ST10 4EG
Tel 01538 722323, Fax 01538 723363 Dispensary Tel 01538 722215
Blythe Bridge Primary Care Centre
Uttoxeter Road, Blythe Bridge, Stoke-on-Trent, ST11 9NT
Tel 0300 1234017, Fax 0300 1234301

It was agreed that the survey was easy to understand and it was extremely beneficial that during the first couple of days of the survey there was a member at each site to answer and patient questions.

Derek emailed to state that as far as he was concerned – well done! He felt there were lots of positives to take out of it and numerous good areas to see whether changes should be made. Derek felt that we should keep our eye on our game and to continually keep asking what can be done to improve. Derek also stated that he was happy to see that the website and practice leaflet had been updated.

Jane gave a summary of the survey as below:

- 1. How easy is it to get through to the practice by phone?** – 88.3% of patients stated that it was very or fairly easy.
- 2. How easy is it to get an appointment?** – 96.1% of patient stated that it was very or fairly easy.
- 3. Have you been able to book an appointment more than 2 days in advance when you've needed to?** – 66.8% of patients stated usually or sometimes and 10.4% rarely
- 4. Have you ever made or cancelled an appointment online?** – 11.7% said yes. 75.3% said no. 5.2% said didn't want to.
- 5. Are you able to see the doctor of your choice?** – 85% said usually or sometimes
- 6. Are you able to speak to the doctor by phone when needed?** – 18.2% said usually or sometimes. 9.7% said rarely.
- 7. Are you able to speak to the nurse by phone when needed?** – 34.4% said usually or sometimes. 3.2% said rarely.
- 8. The last time you tried to see any doctor fairly quickly could you do so on the same day or in the next two working days?** – 64.3% same day. 30.5% next day. Only 1.3% 3 days or more.
- 9. Additional opening** – 47.2% said they were happy with the current times. 7.3% before 8am. 5.5% after 6pm. 26.2% Saturday morning. 2.1% Saturday afternoon. 9.5% Thursday pm.
- 10. How helpful do you find the receptionists at the surgery?** - 97.4% stated very or fairly.
- 11. Do the receptionists make you feel at ease?** – 83.8% said usually and 14.9% said sometimes

12. Did you have enough time to discuss your health or medical problems? – 77.9% said yes. 1.3% said no.

13. How good was the doctor at each of the following?

A score of 4 (good) represents 61 to 80 on a percentage scale

A score of 5 (outstanding) represents 81 to 100 on a percentage scale

Making you feel at ease – 84%

Listening to you – 83%

Assessing your medical condition – 83%

Explaining your condition and treatment – 83%

Involving you in decisions about your treatment – 80%

Providing or arranging treatment for you – 83%

14. How do you feel about how long you have to wait to be seen after your appointment time? – 81.8% said happy, did not have to wait too long.

15. Do you use any of the following facilities? – Online booking 9.7%. E.mail prescriptions 10.4%. 69.5% automatic arrivals. 4.5% used the website.

16. What do you like about Blythe Bridge Primary Care Centre?

- “warm, friendly, disabled friendly”
- “pretty much everything”
- “very caring”
- “staff are really good, they explain everything to you”
- “very helpful reception staff, doctors and nurses”
- “feel at ease, quick appointment”
- “never have to wait long to see a doctor”
- The ease of access, good parking and closeness of the surgery to where people live were common comments

17. What do you like about Tean Surgery?

- “friendly nursing staff”
- “convenient location, pleasant staff”
- “family feel & approachable”
- “I really like this surgery as I don’t like coming to see a doctor and I feel at ease here”
- “friendly & useful having dispensary”
- “organized”
- “very well run”
- “not too big”
- “good GP”
- “can be very welcoming if you get the right staff”
- “great team”
- “excellent, helpful, polite staff”

Dr J M Pilpel & Dr V C Tiguti
The Surgery, Old Road, Upper Tean, Stoke-on-Trent, ST10 4EG
Tel 01538 722323, Fax 01538 723363 Dispensary Tel 01538 722215
Blythe Bridge Primary Care Centre
Uttoxeter Road, Blythe Bridge, Stoke-on-Trent, ST11 9NT
Tel 0300 1234017, Fax 0300 1234301

18. What do you not like about Blythe Bridge Primary Care Centre?

- “constant changes of medical staff over the last 12 months”
- “doctors sometimes snappy & short”
- “sometimes not very helpful on the phone”
- “feel like you are dismissed sometimes as not important”
- “all appointments get booked quickly”
- “having to book for same day appointments”

19. What do you not like about Tean Surgery?

- “reception staff behind hatches”
- “restricted times for the ordering and collecting of prescriptions”
- “waiting at the window for receptionist”
- “impersonal if not regular attender”
- “doctors a bit intimidating”
- “not always enough room to sit in reception area”
- “the building / waiting area”
- “unable to get medication at surgery/dispensary even though I live two miles away”
- “some other doctors leave who are very good”
- “lack of after-hours service. It is unfair to ask an elderly person, perhaps in the middle of the night and in bad weather, to travel to Basford, around 14 miles away”
- “trying to get an appointment in the morning with a permanently engaged phone”
- “small waiting room”
- “no surgery after 6.00 p.m.”
- “the radio needs tuning!”
- “poor car parking facilities”
- “test results seem to go missing from the IT system – happened to me twice”

20. What are your suggestions for what we can do to improve?

Blythe Bridge -

- The respondent who disliked “constant changes of medical staff” suggested that “some consistency” would be an improvement.
- “water dispenser”
- “earlier / later appointments for working people”
- “more choice of doctors”
- “don’t be so dismissive of your patients”
- “coffee machine”
- “possibility to ‘sit & wait’ to see a GP without an appointment, maybe 7.30 – 9.00 p.m.”
- “being able to book in advance instead of within 24 hours”

21. Tean Surgery –

- improve the quality of music in the waiting room”
- “reduce the quantity of notices in the waiting room, many of which cannot be read anyway”

Dr J M Pilpel & Dr V C Tiguti
The Surgery, Old Road, Upper Tean, Stoke-on-Trent, ST10 4EG
Tel 01538 722323, Fax 01538 723363 Dispensary Tel 01538 722215
Blythe Bridge Primary Care Centre
Uttoxeter Road, Blythe Bridge, Stoke-on-Trent, ST11 9NT
Tel 0300 1234017, Fax 0300 1234301

<ul style="list-style-type: none"> • “education of patients in prevention of health problems and offering appropriate diagnostic test for relevant age groups” • “be more open-minded and offer more courses of treatment” • “ability to order prescriptions via EMISaccess” • “join the Cheadle prescription scheme with Boots or Ratcliffe’s” • “keep the good doctors” • “some kind of rota service to provide a doctor on call” • “more ease to make an appointment” • “wider range of opening hours” • “Saturday opening for people who work” • “open Saturday mornings like you used to” • “better hours/accessibility for those of us who work” <p>22. Overall, how satisfied are you with the service we give to you? – 63.6% very satisfied. 30.5% moderately satisfied.</p> <p>Ken felt that questions such as “do you get the right service from your doctor?” were dubious and when planning the next survey this should be taken into consideration.</p>	
<p>4. Practice Website - Carried over to next meeting</p>	
<p>5. Virtual Group – Carried over to next meeting</p>	
<p>6. The Constitution – Carried over to next meeting. Brian proposed a working group, seconded by Peter. To make more pertinent to the surgery and to encourage more patients to join the group. Brian to give report back to next meeting</p>	BM
<p>AOB – Brian commented on the readability of the surgery notices, in particular the DNA notice (many patients would not know what this means). He felt that the wording needed to be changed to allow more people to understand and as a result the DNA rate would improve.</p> <p>Delivering Better Services Workshop information given out. Email from Blythe Bridge Cricket Club given out</p>	DS
<p>FH brought the meeting to a close and JW thanked everyone for attending and informed the group that there would be an annual general meeting at Tean, possibly on Wednesday 5th June at 6pm, venue TBA. The meeting closed at 1.30pm</p>	
<p>6. Details of next meeting</p>	
<p>TBC 4th July at 11.45am at Blythe Bridge Primary Care Centre</p>	