

## **SCOTT PARK SURGERY**

### **MINUTES OF PATIENT GROUP MEETING ON TUESDAY 14.01.2014**

**13.30PM – 2.30PM**

**Present:** Marisa Bradley (MB), John Savage (JS), Pamela Savage (PS),  
Nicola Brailey (NB), Dr H W Ng (HWN)

#### **1. Apologies:**

Beryl D'Ath, Kenneth D'Ath

#### **2. Purpose of the Group**

Dr Ng explained that the purpose of the Patient Participation Group is to involve patients to improve the services provided by Scott Park Surgery. Traditionally patients were able to do so via the suggestion box displayed in the patients' reception area. The Patient Participation Group is one step further to get patients more involved. Representatives of the Practice Patient Participation Group can also participate in the Practice Participation Group Forum organised by the Southend Clinical Commissioning Group (CCG). The Forum facilitates information sharing between the Southend CCG and patient groups from different practices.

#### **3. Running of the Group**

It was agreed that communications among group members is mainly via email. All members present agreed to share their email addresses. The group has also agreed to meet quarterly for information sharing and to update information.

**Action 1:** Dr Ng is to co-ordinate the sharing of email addresses of the members of the Patient Participation Group.

#### **4. Commissioning of Health Service in Southend**

Dr Ng gave a brief introduction of how health services are being organised in Southend. Health Services are being commissioned by the Southend CCG. The CCG commissions health services to different providers, e.g. Southend Hospital, South Essex Partnership Trust which provides services for mental health and community nursing, Out of Hours service, St Luke's Walk-in-Centre and some enhances services from GP practices. There are also services provided by the Southend Borough Council including Public Health. The voluntary section is also involved with the CCG. The CCG also commissions support services from the Commissioning Support Unit (CSU) which also supports other CCGs. The CCG is answerable to the Area Team of NHS England. GP contract is held with NHS England and not CCG.

#### **5. Election of Post Holders**

NB was unanimously elected as the Chairperson. JS and PS volunteered to be the Practice Representatives to the Practice Participation Group Forum. Dr Ng will forward their names to Sadie Parker at the Southend CCG. JS and PS suggested that there is a patient (AW) who would be a good candidate to be the Group Secretary. JS and PS are going to speak to this patient regarding that. In the meantime NB and MB have volunteered to act as the Group Secretary until a more suitable person is found.

The duration of the post holders is for one year to begin with. This will be reviewed in due course.

**Action 2:** Dr Ng to inform Sadie Parker at the CCG regarding patients' representative from Scott Park Surgery.

**Action 3:** JS and PS to speak to the patient (AW) regarding the possibility of becoming the Group Secretary.

## **6. Surgery Website**

Dr Ng informed the group that the surgery website has gone live in September 2013. The website address is [www.scottparksurgery.co.uk](http://www.scottparksurgery.co.uk). NB has visited the website and found it very good and user friendly.

## **7. Patient On-line Access + Survey**

Dr Ng informed the group that the Practice has done a survey to see if patients would like on-line access for appointments and ordering repeat prescriptions for convenience of patients. The result of the survey showed that the majority of patients would like such services available. As a result, patients have been able to book appointments and order repeat prescriptions on-line since September 2013. The feedback so far is that the system is working very well.

## **8. Patient Survey**

Dr Ng informed the group that the Practice has done a Friends & Family test recommendation survey in November and December 2013. The questionnaire was for patients aged 16 years or over. The survey question was 'how likely are you to recommend our GP Practice to friends and family?'

The results were very positive. 63% replied 'extremely likely' and 31% replied 'likely'. Details of the survey report are available on the surgery website.

From the results of the survey, it was noted that waiting time was an issue. As a result the Practice has changed the procedures of booking appointments to see the doctor. At the time of booking, the patients are being informed that one appointment is essentially for one medical problem. Patients can choose booking for a single appointment or a double appointment.

In addition, a new lady locum doctor has started working at Scott Park Surgery in January 2014 to improve patients' access.

## **9. Any Other Business:**

### **Feedback and Recommendations from PPG**

The members mentioned that they were very pleased with the service provided by the locum doctors and receptionists. The subject of patients not attending their appointments (DNA) was discussed. The members suggested a monthly notice of the numbers of DNA to be displayed in the patients' waiting area.

**Action 4: Surgery to prepare and display monthly DNA number in patients' waiting area.**

## **10. Date of Next Meeting**

The next meeting will be in April 2014. Date is to be confirmed.

Action urgently needed

Action in progress / ongoing

Action completed

### Action Log from the PPG meeting held on the 14<sup>th</sup> January 2014

Progress	Action	Start Date	Timescale	Responsibility	Comment
1 Completed	Dr Ng is to co-ordinate the sharing of email addresses of the members of the Patient Participation Group.	14/1/14	14/1/14	Dr Ng	
2 completed	Dr Ng to inform Sadie Parker at the CCG regarding patients' representative from Scott Park Surgery.	14/1/14	14/1/14	Dr Ng	
3 <b>In progress</b>	JS and PS to speak to patient AW regarding the possibility of becoming the Group Secretary.	14/1/14	Next PPG Meeting	John Savage Pamela Savage	
4 <b>In progress</b>	Surgery to prepare and display monthly DNA number in patients' waiting area	14/1/14	31/1/14	Receptionists: Mel, Colleen, Alison	