

MEETING MONDAY 5th FEBRUARY 2018

We had delayed this group meeting as we hoped that we would have more news on the move but we are still waiting.

Unfortunately a few members are unable to attend today, Sandra will post the survey results to them so that they comment if they wish to. We will put up a poster to ask for new members, we will wait until we are in our new premises.

Moving Premises

Previous minutes agreed.

The practice has been trying to expand and move premises for over 20 years. We are still trying to move to Patrick Doody site and it is looking like this will happen by August 2018.

At the movement the partners are in negotiation over the lease, the practice manages all services in house at the moment. When we move we will be paying service charges which will be managed by property services who own Patrick Doody. So far the charges are more than double what we pay at the surgery for the same facilities. There are negotiations going on at the moment regarding this.

The practice has applied for and obtained a grant to redecorate Patrick Doody and to bring the building to CQC compliant, another stumbling block is questioning if the grant is enough money. Affordability is being looked at by the people involved. The CCG defiantly requires the move to happen.

The group felt that we are all aware that although we make the best of what we have in these premises our present building does not comply with the required regulations. They felt strongly that we should not go to another building without reassurance that the building will be of a standard that meets the present regulations and will be CQC compliant.

The Chairman said that he would write a letter of support if the practice would like him to, Sandra will ask the partners.

In the interim the practice has signed a lease at Princes Road with the owner Dr Sharma which enables the practice to stay in this building until Patrick Doody is ready for us to move in.

Dr Sharma retired in September and Dr Gangaprasad increased her sessions but not covering all of Dr Sharma's work, the remaining partners are covering sessions as required at the moment.

Dr Ranaweera will retire at the end of March, he works 6 sessions a week, the practice has advertised for two salary GP's to work 5 sessions each.

Sandra spoke about the local hub that is held weekdays after 5pm and weekends at the Nelson Health Centre, these appointments are with a GP or a Practice Nurse and appointments are pre bookable.

Previously the group has created & looked at a patient questionnaire, we now have on going friends & family surveys that are available at any time and sent to patients following an appointment with the Doctor or Nurse via a text message.

Sandra passed round the results of the latest Friends & Family Surveys and comments from the patients. Sandra will post the survey out to the members that could not attend today.

We looked at the whole of 2017

Out of 612 surveys completed the comments are as below:

Extremely likely 341

Likely 173

Neither likely nor unlikely 56

Unlikely 25

Extremely unlikely 16

Don't know 1

The comments were also looked at:

Excellent in every regard and always so kind.

I am always listened to and treated with respect.

I can always book last minute appointments and the Doctors are always helpful.

Quick appointments, all admin staff are really friendly and helpful.

GP great

Very good service and efficient staff.

Excellent GP courteous, informative and reassuring.

Friendly practice.

Book GO appointment on line, check in screen at arrival, appointment started on time.

Easy to make an appointment.

Been here for 20 years never had a problem getting an appointment. Doctors and receptionists always pleasant and willing to help.

Great appointment system.

Doctors are very polite and approachable.

The group said that the practice result is positive as it was still above 90% which is excellent.

There were a couple of negative comments which Sandra had previously looked into. Unfortunately it is difficult to trace the exact comments to the patient as these surveys are anonymous. Patients that complained about appointments still say that they are likely to recommend to a friend.

We then looked at when the negative comments, they appear to be mainly in the last quarter of the year. The group said that this quarter is not representing correctly due to extenuating circumstances. This is the busiest time of the year when there is a massive requirement for appointments. Dr Sharma retired at the end of September and the practice despite advertising did not manage to find a permanent Doctor. The Partners, Dr Sharma as a locum Dr and our salary GP have worked extra sessions to help with the shortage of appointments where possible.

We have advertised again and are interviewing again this week for two salary GP's.

Sandra will contact the members to arrange another meeting.