

## Minutes of AGM meeting – 20<sup>th</sup> February 2014

**Attendees : DP,BK JW, CL, DB, FC and 6 members from PRG**

1. BK welcomed everyone to the meeting.
2. Minutes from last meeting (15<sup>th</sup> January) accepted as accurate and correct. Minutes from AGM 2013 reported on. Some chairs have been replaced but this is an ongoing problem as identified in the 2014 survey. Introduction of Wi-Fi has been deemed to be too expensive at this time. The media screen which was paid for by the PCT is still in use. Alternatives have been looked at but consist of numerous advertisements. DP would like a PowerPoint solution. Toys for children have been removed apart from books due to the practical problem of cleaning them regularly. DVD's for children could be an option. DP has again reiterated that the reception staff should notify patients if appointments are running late.
3. Patient Survey 2014 – A survey is an annual requirement. A national survey was used in 2012 and 2013. DP has to report results to PPG, staff and NHS England. This year the survey was based on what questions patients wanted to be asked. A selection of patients and PPG members were asked to comment on 3 things the Practice are good at and 3 things that are not so good. A survey from Survey Monkey was sent for completion to PPG/PRG members, any patients with registered email addresses and patients visiting either surgery during December. 409 responses were obtained.

Waiting room – 82% of patients were either satisfied or very satisfied with the comfort of the waiting room. A significant number of patients (21%) commented on the standard of chairs. Although some have been replaced DP will propose Partners replace chairs, some being higher and with arms to help less mobile patients. DP would like donations of reading material particularly suitable for men. Perhaps a sign asking for donations could be placed near the magazines? DP will look into the possibility of a separate TV for children and to ask for DVD donations. DP will also look into the use of background music.

Booking appointment with a doctor - 82% of patients were either satisfied or very satisfied of booking an appointment with any doctor. 21% had difficulty in booking in advance. One third of appointments are pre-bookable and the remainder are bookable on the day. DP will get reception managers to look at the template for online booking as appointments bookable online are not strategically placed throughout the day.

Booking appointment with a nurse/treatment room - 82% of patients were either satisfied or very satisfied of booking an appointment with a nurse/treatment room. 22% of patients commented they did not like being sent to the other surgery or to not being able to book far enough in advance. Patients do not need to attend a different surgery but sometimes they can have a sooner appointment if they do. DP reported that some receptionists are trained to take blood and there are also Health Care assistants to help avoid appointment delays. DP does not want to take other treatment room staff for this else they will be unavailable for tasks such as smear tests and dressings changes for patients recently discharged from hospital. Treatment room appointments can't be booked online due to different competencies of staff and varying lengths of appointment. It may be possible in the future to book phlebotomy appointments online.

Range of appointments - 79% of patients were either satisfied or very satisfied with the range of appointments offered. In addition to the partners and associate doctors the

Practice also use trainee doctors and students. It was mentioned that it would be useful to have the days doctors usually hold surgeries listed on the website. A paper copy is available in the waiting room but no information online. DP will add to the website. DP would like BK to write to the clinical provider of the appointment screen as it is still showing no wait time for appointments. The online system must work 100% and be accurate for the Practice to be efficient.

Friends and Family test – 90% of patients would recommend the Practice to their family and friends. It was agreed by everyone at the meeting that we have a very good Practice and also access to good hospitals.

4. PPG Membership – DP explained the PPG to the PRG members and BK reminded everyone of the aims and constitution.

5. Health promotion event – Dr Beth Gholkar and Dr Bloss will lead this event on “Minor Illness” on Tuesday 11<sup>th</sup> March, from 7 – 9pm at Nailsea Baptist Church. This is open to everyone. DP would like members of the PPG to assist with serving refreshments. DP will advertise the event in the surgeries, local chemists and send out to those with registered email addresses.

In the future DP would like to put on a similar event run by “Poorly Poppets”.

6. NAPP- BK explained about NAPP to the PRG members.

7. North Somerset Community Partnership has contacted the surgery as would like to talk to the PPG. DP suggested inviting them to the next meeting.

8. Close of meeting – BK and DP thanked everyone for attending.

**Date of next meeting : Wednesday 5<sup>th</sup> March 2014 at 6-7.30 – Brockway**