

## FOREST GATE PATIENT PARTICIPATION GROUP

Meeting held at 6.15pm on Tuesday 26<sup>th</sup> February 2013

### Present:

Daphne Slawson (Chair) Carrie Vincent (Practice Manager) Joan Collins (Treasurer), Stan Burt, Jacqueline Burton, Raymond Burton, Margaret Hitch, Ann Pruce, John Reese, Sue Saunders.

### Welcome and introduction.

**Daphne** opened the meeting and introduced Sue Saunders to the meeting as the newest member.

### Minutes of the last meeting

Due to heavy surgery commitments, the Minutes were not available at this time to read. However, **Carrie** said that the financial state had not changed and there was still £903 in the fund and that at the previous meeting discussions included possibilities of presentations, visits to schools, and a 'Keep Warm Campaign'. Minutes will be available on the web site.

### News from the Practice

**Carrie** then gave a full update on the current function of the group, which was formed two years ago. She said that there are 300 names on the reference group for feedback on surveys etc. These surveys are done annually and all suggestions are taken into account. – such as opening the surgery doors before appointment times actually start. This year's survey concentrated on 'Patient Experience' with different topics included therein.

She then went through the complete results of the Patient Experience form and the answers were discussed. One point mentioned was 'how easy was it to speak to a Dr/nurse on the phone'. She said that if patients want to speak to Drs, they are usually rung back at the end of the surgery whenever possible. Also, 79% of answers for about 'how do you feel about how long you normally have to wait' replied they did not mind waiting a little while, although only 2% said they were actually seen on time.

**Sue** suggested earlier patient appointment telephone calls – i.e. 7.30 am – but **Carrie** said that at least four telephone operators would be needed at that time. 3,000 patients have joined up for online appointments out of the 13,000 plus on the surgery list.

Overall, the conclusion of the current survey was that it gave a very good result in favour of Forest Gate surgery, but naturally there were bad points. Overall 72% would recommend this surgery to someone who has just moved to the local area.

Regarding the renovation of the waiting room, - that is still going ahead, hopefully over the Easter break. Beside the overall improvement of the surgery itself, the children's area will be altered and a new digital TV installed, and the entrance door changed.

There is also regular staff training of one and a half hours a month, and the surgery is closed during that time

Today thoughts are being concentrated on going through a new action plan.

At the next meeting the main subject will be how to improve that action plan for this year. The current survey has to be completed by March 2013.

**Daphne** mentioned that the next PCT meeting is at Dibden Purlieu Golf Club on 1<sup>st</sup> March and she, Dr Fowler, and possibly Joan, will be attending on behalf of the surgery.

The meeting finished at 7.30pm, and the date of the next group meeting will be **Tuesday 14<sup>th</sup> May 2013 at 6.15pm.**

