



Jill Warn, EQUIP representative, attended the meeting held on 13-03-2013.
The agenda is set out below

MEETING AGENDA – 13 MARCH 2013

1. Apologies for absence
2. Minutes of last meeting (attached)
3. Results of patient survey presented by Jill Warn, EQUIP.

DATE OF NEXT MEETING

MINUTES OF SIDNEY HOUSE AND THE LAURELS SURGERIES PATIENT PARTICIPATION GROUP MEETING

HELD AT THE LAUREL'S SURGERY, BOREHAM 13TH MARCH, 2013 at 7.30pm
(Minutes as Provided by Debbie Greenwood, Practice Manager)

PRESENT: Dr Simon Butcher (Chair), Dr Wasim Siddiqui, (Partner), Debbie Greenwood (Practice Manager / Secretary), Henry Bass (Patient Ray White (Patient), Di S (Patient / Staff), Adrian Goodwin (Patient), Angela Boyten (Patient), Vivienne Guyatt (Patient)

1. APOLOGIES:

Apologies were received from Dr Brann (Partner), Dr Spurr (Partner), Dr Hore (Partner), Ms Claire French (Patient), Fred Suckling (Patient), Mrs Charlotte Adams (Patient) and Debbie greenwood (Staff)

2. RESULTS OF PATIENT SURVEY:

Jill Warn from EQUIP presented the findings of the January 2013 Patient Surveys of The Laurels, Boreham and Sidney House Surgery, Hatfield Peverel. Jill went through the survey results question by question, and each was followed by group discussion.

Jill reported overall the survey results were excellent and the practice should be pleased with them. This was the second year of the survey and the return rate was good: 217 Sidney House, 207 The Laurels.

Results are consistent. There is a broad range of age and ethnicity in surveys completed and a good balance between the younger and older population.

Summary of discussions:

- Still a lot of people travelling by car but could be reflected due to the time of year when the survey was undertaken.
- Majority say that parking has not presented a problem.

- Cleanliness scored very well. It is acknowledged that Sidney House waiting room is dated, "tired". Dr Butcher said it is on the agenda for improvement up in next year's budget.
- Reception – comments were really nice about reception and it is important to feed this back to staff. Reception can be the hardest job.
- To check the confidential offer notice to go to a private room is displayed.
- Telephones – Jill acknowledged that they are always an issue in other practices. Dr Butcher reported that the practice has made considerable investment in the phone system at Sidney House over the last year. Options for The Laurels can be reviewed when the new telephone contract is up for renewal later in the year.
- Do Not Attend (DNA's) – not a significant issue.
- Despite widespread advertising, not all patients are aware of the Saturday opening at The Laurels.
- Dispensary shows patients using emails and phone calls have decreased.
- Graphs demonstrate very little change in consultation questions.

3. OVERALL COMMENTS:

There were some very constructive comments.

- A lot of complimentary comments.
- Some comments on parking, but it is difficult to do anything about this area.
- A number of comments that the surgery cannot do anything about.
- Absolutely nothing that stands out.

Next an Action Plan will be decided

- Patient waiting areas at Sidney House.
- Telephones at Boreham.

Overall the survey was excellent. It will be published on the Practice website, including the action plan.

Henry suggested adding "Full details on the website" to the bottom of the EQUIP poster which summarises the survey findings.

This year's survey will be put on the website adjacent to the previous survey results.

Dr Butcher thanked Jill very much for her work and for presenting it.

4. ANY FINAL QUESTIONS?

- | | |
|-------------------|---|
| Ray | What is the final deadline for preparing next year's questions? |
| Dr Butcher | We will timetable it. Just need to find out what the Government plans are for next year. |
| Henry | It would be helpful to know the questions we have to include. |
| Jill | A good idea. We can highlight these questions. It then leaves the group free to delete ones you do not want to include. |

Dr Butcher thanked everyone very much for coming. Debbie Greenwood will circulate the date of the next meeting.

Meeting Closed 9pm.
