

SULLIVAN WAY SURGERY

PATIENT PARTICIPATION GROUP MEETING 19th DECEMBER 2012, 2.30 PM

PRACTICE REPORT FEBRUARY 2013

Questionnaires 2012 were discussed.

A lot of positive comments made on the service provision and how they had been dealt with at the practice.

Dr MacMillan attended to update the group on the system regarding appointment system that had recently been changed.

1. Appointment system – update. Dr MacMillan explained the reason to change the appointment system was that the doctors had been seeing patients from 8.30 a.m to 7.00 p.m and it had been unsustainable. Patients were unable to get an appointment for a while. The new system works by only follow up appointments being booked by the staff (on that day or the following day only). These were patients who had been asked by the doctor to come back if no better, or if they doctor was following up particular ailment. Anyone else ringing for an appointment are listed for a telephone call. The on call doctor rang the patient and then decided whether they needed to be seen by a doctor, a nurse, (if so they would book them in), or could have a prescription etc. This meant the patient was getting the most appropriate appointment. The reason staff ask if they can take some clinical details is so that the doctor, on looking at the usually long list of patients can select anyone they felt needed to be contacted more urgently. Dr MacMillan outlined that a patient who had rang the previous day, had symptoms of a stroke and the receptionist on taking the details was able to speak to the on call doctor, who dealt with it and arranged an ambulance immediately. Time is critical in this kind of situation. All patients are therefore dealt with that day or the following day. If a patient has already spoken to a doctor, but cannot attend on the day, then the patient can ring back and be booked in. Clinically it is better, but it is not perfect. Some patients cannot take calls, and these patients are dealt with when they ring if possible.
The group was interested to hear how and why the new appointment system had been implemented from a doctor's perspective.

A short questionnaire will be undertaken by the PPG to gain feedback.

2. CHOICE LEAFLETS – no information available for patients on their choice of hospitals when being referred, other than by on line. Information is now in the waiting room.
3. PRACTICE NEWSLETTER MARCH 2013 – Information to be included:-
 - a. the practice health trainer role, and how to access it.

- b. What happens when patients contact the surgery.
- c. Changes in the appointment system
- d. Questionnaire 2012 feedback