

Bilton Medical Centre
Patient Participation Group
Notes from Meeting: 7th August 2019 (13:00 – 15:00)

Practice staff present: Tanver Khan (Assistant Practice Manager), Muskaan Farooq (Acting PPG)

Patients present: Zaibun Nawaz & Mehrban Shah

Ideas discussed/ comments & points raised
<p><u>Agenda</u></p> <ol style="list-style-type: none">1. Welcome & Introduction2. Antibiotic awareness3. Patient Survey4. Same day assessment clinics <p>After introductions, The Assistant Practice Manager welcomed the attendees.</p> <p><u>Antibiotic awareness</u></p> <p>Advised that the practice has reduced Antibiotic Prescribing. Practice is moving in the right direction. Patients have welcomed this move.</p> <p><u>Patient National Survey results</u></p> <p>Discussions around this resulted in some common conclusions. The three areas that are identified as where patient experience could improve, one of them was dismissed as a non-improvement, and this is based on the responses around the question which requires improvement. Those questions have a positive percentage indicating that patients are highly satisfied with the level of care the GP provides at appointments. It was felt that the result although lower than the CCG average was deemed not to be of a particular problem.</p> <p>The two remain aspects identified as requiring improvement; again it was felt that the results are not a true reflection of the practice. Reception has been strengthened with 3 members of staff and a further staff member who starts at 9.00.</p> <p>The walk-in clinic is proved popular and we have 3 days a week for this type of clinic. Again it was felt that the Patient Survey</p>

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questions did not reflect this clinic and the level of wait times. Typically the question on wait times was answered with reply that most patients were seen in the 5 – 15 minute timeframe. Again the wait time for the walk in is typically between 20mins to an hour. On some occasions, and this is not the norm, it can run over with wait times going past the hour mark. Again usually two GP's are working on this clinic.

The results are skewed was the final conclusion.

Recommendations are :

Language barrier – Where the surgery has a high % of patients from the Asian community a questionnaire in English could prove difficult to complete. Also patients from Europe may also not be able to complete the survey.

Questions need to take into account practice has 3 walk in clinics. The questions should allow for types of clinic appointments, as it seems to generalise here. Do not reflect the operational aspects of this surgery

On-Line survey – would avoid some negatives

Patient also recommended a new GP to create better appointment times available. However it was pointed out that extra resource would also be booked up – the way we manage appointment bookings has improved with Care Navigation, however this is not to all patients liking.

Same Day Assessment clinics

The clinics were available 3 times per week.

Ideas were discussed in how to reduce the waiting times but all felt that even if specific times are allocated the patients will still have to wait due to the facility is walk and wait clinic. The plus side is patients do not have to wait days to get an appointment. A study is that without walk-in max patients seen would be 18, but with Walk-in on average 40 plus patients can be seen.