

Monday 25th February 2013



Agenda

- · Welcome and Introduction
- · Review of last year's Action Plan
- Survey findings
- Agree an action plan to include comments received from online members



Agenda

- Request for representatives to attend Healthwatch Devon meeting
- · Introduction to Exeter Commissioning Group
- · Implications for patients of new GP Contract
- Future constitution of Patient Participation Group



Purpose of PPG

- Set up PPG that represents our practice population
- To get feedback from the group on how we can improve our services to the patients



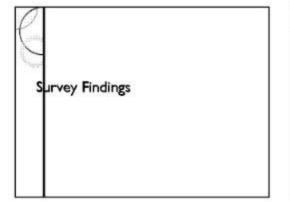
Purpose of PPG

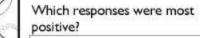
- To make plans for improvement with the group
- Make changes
- Review with the PPG in a few months to find out if the changes have been successful



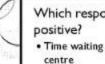
2011/2012 Action Plan

- · Online bookings and cancellations
- · New telephone system
- Text facility for cancelling appointments
- · Longer period to pre-book appointments
- Same Day Illness Clinic





- · Respect shown to me by doctor
- · Doctor's ability to listen to me
- · Would recommend to a friend
- Confidence in doctor



Which responses were least positive?

- Time waiting to see doctor in health centre
- Seeing the doctor of my choice within 48 hours
- · Contacting the practice by telephone
- Opportunity to speak to doctor on the telephone



Areas in which we deviated from the national benchmark

- Waiting time in the surgery
- · Seeing GP of choice within 48 hours
- Satisfaction with day and/or time of appointment
- . Speaking to a GP or nurse on the phone



Areas in which we deviated from the national benchmark

- Opportunity to make complaint or compliment
- · Health promotion
- Availability of second opinion or complimentary medicine
- Telephone access



Next steps

- Identify PPG's (including online members) priorities – including any other areas they would like to address
- · Identify staff's priorities
- · Create an Action Plan