



ST THOMAS PATIENT PARTICIPATION GROUP MEETING

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

Survey Findings

Which responses were most positive?

- 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