

Kirkstall Lane Medical Centre
Patient Reference Group
Thursday 7th March 2013

Item	Minutes	Who?
Attendees	Dr Keith Miller, Dr Simon Stockill, Simon Boycott (Practice Manager), Jean McAndrew, Mary Oliver, Claire Schofield, John Bradbrook, Paul Hudson, Simon Old (Chair)	
Welcome	Simon Boycott welcomed everyone to the PRG and presented a review of the last meeting and the work done on a patient survey.	SB
Review of results from patient Survey	It was noted that the data set gathered in the survey was significantly smaller than in the year previous. The group discussed what impact this might have on the quality and representation the data would offer. It was discussed that although the dataset may not be as representative as would have been hoped, that the information did still represent valid opinions and therefore of great value in deciding what actions to implement going forward.	SB
Analysis of results	<p>As the two sets of data (current and previous year's surveys) were not directly comparable, the group focussed more on the qualitative aspect of the data and the following observations were noted:</p> <ul style="list-style-type: none"> - Patient satisfaction was 24% lower than last year in terms of access to appointments but was still high at almost 80% - Satisfaction also dropped 8% in terms of facilities but again was still very good at around 90% overall - Clinical care satisfaction also declined by 11% but overall satisfaction was 85% - Waiting time to be called into consultations increased by 25% <p>The group discussed the likely context of these results given the small dataset and concluded that although providing valuable insight into the experiences of patients, the results couldn't be seen as representative of the views of the practice population as a whole.</p>	<p>SB</p> <p>All</p>

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	<p>One area of data that did seem particularly useful was in the section added for this year's survey, gathering patient opinions on services we offer. The data showed a large proportion of patients were unaware that they were able to access telephone consultations with the Doctor, online appointment booking or receive test results over the telephone.</p>	
<p>Action planning</p>	<p>SB communicated the Partners vision for the Patient Reference Group and the feeling that the Group be empowered to drive patient centred change within the practice, following this the time was turned over to Simon Old (chair) to lead the discussion.</p> <p>The group discussed the results and felt that there were several areas of debate that could easily take up an entire session of discussion each but for the sake of making the best use of the time that it would be beneficial to focus on the most clear finding of the survey; the indication that patients were not aware of the services available to them.</p> <p>The group agreed that communication from the practice patients as a whole should be improved and generated the following ideas:</p> <ul style="list-style-type: none"> - 'Meet the team' notice board with photos and biogs - Name badges to help patients identify staff and their roles - Better signposting to information on core services, i.e. when your doctor works, when you can receive test results, how to register for online appointments and prescriptions - Better 'face to face' communication with reception staff proactively notifying patients of late running clinics. <p>The group discussed in detail the need for a new practice leaflet that specifically assists new patients coming to the practice that introduces them to all of the above. It was agreed that this would be a good project for the Group to tackle at a</p>	<p>SB</p> <p>SO/All</p>

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	future meeting. SB concluded proceedings by proposing that certain 'quick wins' could be implemented before the next meeting prior to tackling the larger project of a new practice leaflet as a group at the next meeting in about 3 months time.	SB
Date and time of next meeting:	Not set.	