



CROSS STREET SURGERY PATIENT GROUP

Minutes of meeting held Friday 29th January 2016 at 1.00 pm

Present: Kerry D'Silva, Stephen Marsh, Christine McQuillan, Carol Lilley, Margaret Storrie, Robert Aston

Apologies: Dawn Mason

Thank you - Kerry on behalf of the practice thanked the members of the patient group who helped out at the Saturday Flu Clinics in November she said she could not have managed without their help!

Also many thanks to Margaret Storrie for analyzing the patient survey results it is much appreciated!

The main purpose for the meeting was to discuss the patient survey carried out in November and December 2015. This survey was in a different format to previous years so we were unable to compare results but just to analyze the findings.

Question 1 - Age and Gender

This showed during the particular duration the survey was carried out there were more patients aged between 50-70 who attended the surgery and more women who attended than men. However a lot of patients did not specify these details.

Question 2 - preferred option for booking appointments

The preferred option is by phone, then in person followed by on line but it did prove that patients do like to have a different option for booking appointments. Kerry did confirm that the amount of patients registering for online access is increasing constantly and has increased following the introduction of electronic prescriptions. She did state that there are more patients who use the on line facility more for ordering medication than booking appointments but everyone agreed that we must think to the future and give patients a different option.

Question 3 - How helpful are the receptionists

The largest number of replies showed the receptionists to be very helpful followed by fairly helpful and only 4 people said not very or not at all and this is below the statistical variable. Everyone agreed that the receptionists do a good job and sometimes it is very hard to multi task and handle different personalities from patients but on the whole they do a very good job.

Question 4 - If the surgery was open 7 days a week would they use the service

The results showed that 200 patients would use the service and 38 would not; however the largest percentage of patients were in the 30-70 age range.

Question 5 - If the 7 day service were available at another surgery would you still use the service?

The results still showed 140 patients would use the service but the amount who would not use the service was 97 - we discussed the difference in the percentage of patients who would use the service at the surgery and the lower number of patients who would not use it if it was at another surgery.

Question 6 - Would patients use a "supersize surgery?"

156 patients said they would use this type of surgery and 74 would not with 10 unsure.

We discussed more the higher percentage of patients from the 30-50 age group that use this type of surgery compared to other ages.

We discussed the high percentage of patients who would use the 7 day opening times but then this was a lot lower percentage of use if it was at another surgery and then this percentage went down even lower if it was at a supersize surgery.

Comments - There were far less comments this year in the survey but everyone agreed that when we first carried out these surveys? Years ago there were a lot of comments which were very negative about the practice now there are far less comments and the vast majority are really positive and praise the hard work carried out by all the staff and doctors and these are from all age groups.

Summary of Survey Findings and Discussions at Meeting:-

- Patients do want more extended hours but our discussions proved that this would only probably be used on a Saturday morning. Some of the problems, however, if the practice did decide to do this would be the security for the building or the front door locked and every time a patient came the receptionist would have to go to the front door and let them in. If the doctors were unable to do the surgery they would employ a locum and this would be an extra cost to the practice and also the patients would not see a doctor they were used to. Patients do like to see the doctor of their choice and this would not be always the case at the weekend. We discussed that the CCG had paid for the Urgent Care Centre at Russell's Hall which was started for out of hours and would this be used so much if the practice opened at the weekend this would be a waste of NHS money.
- It was clear that patients want continuity of care and this is one of the main reasons they are registered at the practice because that is the service offered.
- We discussed the utilization of the Cross Street Health Centre building - there are a lot of empty rooms - it was felt that the first approach should be to utilize the property available first before even thinking about super-size buildings.
- It was agreed that it would be very good for patient care if they had other social care services were available within the practice.
- It was agreed that it would be extremely good if the practice could share services which perhaps are not financial viable for the practice to pay for alone to share with other local surgeries, for example sharing ECG reporting which could be carried out

at another practice and the results coming back to the practice to save money from patients going to the hospital and they bill the CCG.

- If a super-size surgery was considered it MUST be in central Dudley. Members of the PPG are from different areas, I.e. Gornal, Tividale, Dudley and Holly Hall and they were asked the reasons for them registering at this practice - one of the main reasons was they had been at the surgery since birth and the practice had through the years consistently been a good practice and they had trust in the practice. Also because it was in central Dudley a visit to the surgery could be combined with shopping etc. It was also easily accessible to good bus routes.
- Good car parking, even though they might have to pay, was essential. One of the PPG lives by St James Medical Practice and she said that it is a real problem in the streets around the surgery with patients parking by houses and sometimes they cannot get along the roads for parking - so this is an important consideration.
- It was agreed that another survey asking these same questions should be repeated. Surveys can be carried out on the new check-in screens and Kerry said she could set this up, but it was agreed that regular consultation with patients should be sought. It was agreed that any changes should be in response to patient needs and consultation.

Pictures For Waiting Room

Stephen has now very kindly finished framing the prints of Dudley purchased by the PPG and has made an excellent job of them. Kerry will arrange for these to be hung in the waiting room and pictures will be posted on the website - on behalf of the practice and patients can we thank Stephen for framing these prints and also the other members of the PPG for their help in obtaining these prints!

Items For Next Meeting - The Dudley Self-Management Group to attend to discuss the help they can give to patients with long term conditions to attend the next meeting.

Date of Next Meeting – FRIDAY 18th MARCH 2016 at 1pm