

# **Newport Medical Group**

## **PATIENT GROUP MEETING**

**18.3.2014 6:30pm**

### **Present:**

Dr. Ahmed, Dr. Haroon, Dr. Asghar, Amy Innes (PM), Anita Mehta (PN), Yvette Dellow (PN), 12 patients and Chair Person (ZS)

### **Introduction:**

Dr. Ahmed opened the meeting by welcoming 3 new members to our patient group; he thanked everyone for attending and their valuable inputs and feedback over the year. Feedbacks are important to improve our service to the patients. We need to encourage more patients to join in order to have a stronger voice for patient representation.

### **Minutes of last meeting:**

All agreed.

### **Patients Survey Report:**

During January and February 2014, over 600 random patients from a cross section of profiles, age, sex and ethnicity were selected to carry out the patient survey questionnaires. Patients were asked to spend a few minutes to complete a 2 page anonymous questionnaire after they have seen the GPs or nurses that day. Patients with language problems were assisted by the relatives or the receptionists, or to take the form home to their family. A total of 609 patients returned the questionnaires from 3 practice sites, which is much higher than previous years. Dr. Ahmed went through all 19 questionnaires and discussed the results. Overall summary of results showed satisfaction.

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B12 8QE

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**Summary of results:** (with last year results in bracket)

Accessing GP services within the last three months 83% (60.61%)  
Speaking to preferred GP 91% (67.3%)  
Waiting time to see GP 15 min and over 51% (63.2%)  
Getting through to the Practice over the telephone 84% (78.56%)  
Receptionist Service 82% (52.91%)  
Able to get an appointment in preferred time within 3 days 82% (66.20%)  
Able to get an appointment same or next day 53% (47%)  
GP overall performance 92% (89.29%)  
Nurse overall performance 86% (78.3%)  
Opening hour's satisfaction 92% (90.21%)  
Recommended GP practice 83% (67.37%)  
Know out of hours contact number 59% (73.66%)  
Not satisfied with waiting times to see GP/Nurse 17% (37.76%)  
Questionnaires completed by 46% (45.22%) Male and 54% (54.08%)  
Female

**Agreed Action Plans:**

Based on the results ZS agreed to continue below action plans for the future development of the service:

- Access to preferred GP: Recent survey revealed 83% patients satisfied, 16% higher than last year. All 3 sites are continuing to offer consultations with clinicians via by telephone.
- Making an appointment & Triage System: Recent survey results regarding making appointments in desired timescale 82% patients were satisfied. The extended access on Monday and Friday evening have reduced the demand for appointments before and after weekends, this will be continued with plan to have 1 nurse to work along side the GP on either Monday or Friday to meet demands. There will be 1 extra hour telephone triage sessions, and increasing clinic time with advance booking.
- Out of hours contact numbers: According to the survey only 59% of the patients knew how to contact Out of Hours. It was suggested by ZS that Dr. Ahmed's mobile number is widely available to all

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patients. Some patients commented on the recent introduction of GP Flex scheme for winter pressure which has caused a great deal of confusion amongst patients. ZS suggested we could put Larger and brighter poster in the Surgery also make the number bolder on our Practice Leaflet. Out of Hours number is also available in our surgery website.

- Waiting times: 51% patients commented that they had to wait 15 minutes or more to see GP. We plan to extend Dr. Ahmed's session time to 15 minutes as he sees mainly complex cases, he will also have a 20 minutes break half way for catching up. Surgery is going to extend our triage sessions, and separate walk-in appointment sessions would help to reduce waiting times.
- Receptionists: According to the survey results only 82% patients are satisfied with receptionist service, which is greatly improved from last year. We will continue to review staff performances and arrange a appropriate training to improve staff skills and increase reception staffing levels.

### **AOB:**

Dr. Padmaja will be leaving from 14.4.2014 to another practice in Northfield, she has been with us for over 2 years, and she will be missed by us all as well as many of our patients. We wish her well for the future.

Nurse Anna has completed her 3 months trial period; she left 2 days ago by mutual agreement.

Nurse Jenny will be starting part time work in May, initially working 1 day a week, working along side Nurse Anita and Nurse Yvette.

### **Date of next Meeting:**

10<sup>th</sup> June 2014 at 6:30pm, at Newport Road

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