

Patient participation group meeting

7th March 2012

Lead: Dr Amit Pannu

Agenda

- Discussion about survey regarding “New appointment system”
- Groups thoughts on new system and results
- Discussion regarding change
- Conclusions

Discussion about survey regarding “New appointment system”

50 survey responses were provided. 58% of responses found it not very easy to get an appointment for the time wanted. 34% of responses were able to see the GP they wanted, 36% could not. 50% of responders found it not very easy to get an appointment with the GP they wanted to see. 66% of patients felt it was fairly or very important to see a specific GP when attending the practice. 72% of patients did not know which days of the week their GP was available.

Groups thoughts on the new system and survey results

There was a general consensus that the new system was not working very well compared to the previous system. It was felt by the majority that it was unacceptable to have to wait for over a week for an appointment to see a doctor. It was illustrated by several of the group that despite feeling their problems were important they were not offered a triage appointment on the day. A couple present in the group stated they had no problems with the new system, and had been able to obtain appointments as required. The group agreed that they were not sure about the GP's working week within the practice although the majority were aware that this information was available in the practice leaflet. The patient were unhappy with the way the new system was publicised, some of the group were completely unaware that any changes were going to take place prior to contacting the surgery for an appointment.

Discussion regarding change

It was felt that it would be better for the practice to return to the old appointment system. The patients felt that the previous system functioned better. The group did accept the fact that currently there were difficult circumstances working against the new system e.g. reduction in doctor's appointments for various reasons, staff also learning the new system. It was also accepted that with time and with patient education regarding the system it may improve.

Conclusions

The majority of the group felt strongly that the practice should return to its previous appointment system. The group did however acknowledge the difficult situation with providing GP appointments at present. They were also willing to accept after some time things may improve. It was in practice felt that GP's working hours should be displayed in the reception area clearly, also further information regarding the appointment system and how it functions would be useful information for the patients e.g. on website, in practice leaflet, in news letter.

Generally it was felt it would be sensible to see how the system functioned with a full compliment of GP appointments. A review of the appointment system could be the base of the next meeting to ensure things were improving.

Next Meeting

It was explained the details of the next meeting would be advertised once again in the future with review of the appointment system being a possible topic of interest.