

SANDY LANE SURGERY
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD 12.12.11

Present

JT, RT, MT, BM, JA (Ashfield & Mansfield CCG)

Not Present

PO, RM, MG, LB

Minutes of the meeting held 25.07.11 were read and approved.

The forthcoming raffle was discussed and Jill mentioned to the Group that the girls on reception thought that next year we could donate the money to Royal British Legion. This was suggested mainly because we also have a box for poppies and it was felt that this year there was not much money in the box mainly because patients purchase poppies elsewhere. The suggestion is to bring hamper items at the start of September and sell tickets when flu clinics are on and then have the draw as near to the 11th November as we can. This will also help with the staff being able to buy things for the hamper a bit earlier and they all found that with Christmas it can be quite expensive.

We then discussed the patient survey which was completed.

We had a total of 209 surveys completed consisting of 54 questions, we all felt that the amount of questions were too long and it has been agreed to eliminate some for the next year. Most of the patients surveyed rated very good, there were some who suggested booking appointments on-line. Some found getting through to the surgery by phone not at all easy to very easy and it was suggested that Jill contact BT to see if we can have a voice on the phone advising patients what number they are in the queue. 53.4% of patients were able to book an appointment with the GP more than 2 weekdays in advance and 77.4% said they were able to see a GP on the same day. 60.2% were satisfied with the opening hours at the surgery. All the responses for how good the doctor or nurse was at giving them enough time rated very high and 71.6% said that they had definite confidence in the GP who they saw. 76% said they would recommend the surgery to someone who had just moved into the area.

It was also suggested to try and get some new recruits to our Group and the action plan is to put up posters in the waiting room and for reception staff to ask patients as well. Jill to contact Neighbourhood Direct who manage the surgery's website so that the report can be advertised on there.

The meeting was then closed.

The next meeting will be held on **Monday, 26.03.12 at 2pm for discussion of Significant Events and Complaints received for the year 2011-2012**