

PPG Chairman Report – 2012-13

The Patients Participation Group (PPG) discussed generally the recent patient's survey results and more specifically some of the observations/issues raised by the Chair of the PPG on the report at their meeting on 6th November 2012. The main points under discussion were:-

1. To obtain a more directed approach by the surgery to support specific patient groups perspective of the practice could a deeper analysis of the areas e.g. preferred GP, opening times, waiting times etc., be made?
A particular group may be responding more negatively. This may be due to the groups' age, gender, long term illness, culture, employment status with the mind-set often related to such groupings and thus needs to be managed differently in terms of information and understanding and confidence to address their concerns.
2. How do we/should we rate the category of 'fair'? In many response areas 'fair' was a sizeable number accounting for approximately 1 in 7. This raised such comment as "Fair to older generations is probably closer to good but fair in current times most usually relates to just about OK". This high range of subjectivity may not really reflect the overall patients' true views. The PPG thought possibly having 'fair' in the selection categories gave too wide a range both in terms of range and subjectivity.
3. The nursing staff appeared to gain higher rating in areas such as listening, time, explaining, involving. Discussion highlighted both the difference in longer time slots allocated to nursing staff and also the understandable differential between a 'medical management' approach and a 'nursing clinical' approach. In both areas however the scorings were extremely good.
4. Managing expectations (and unrealistic expectations) was a common issue raised/discussed and included other aspects of the report vis-à-vis:- waiting times in the practice, 'phone access to the doctors (although the practice is way above the national average), answer times when phoning the surgery early morning.

Possible actions to address matters raised were tendered to the group and these will be considered for incorporation into the Practice action plan e.g. phone line management, information to patients.

Further details on the report discussions and other items raised at the PPG meeting can be found in the PPG minutes.