

## Minutes of PPG Meeting 11 April 2012

**Present: Dr M Hainsworth, Louise Bissett, Jackie Smith, Sue Sayer, David Blacklaws, Sue Corp, Sue Andres, John Naylor, Richard Williams, Penny Morland, June Carpenter, Tina Davies, Angela Rodgers, Margaret Maybury**

The meeting was chaired by June Carpenter

### 1. **Preamble on Service Provision:**

Sue Corp had kindly drafted a detailed explanation of how the surgery currently works, explaining open access surgery and the pre-booked appointments system as well as visits and telephone consultations. Sue had also drafted a section called "Let the doctors know what you think" explaining the purpose of the survey. The Committee agreed two amendments, the first on page 1, "Advantages" penultimate line, the word less to be replaced by fewer. Under "Disadvantages", second bullet point to read: "You may not see your first choice of doctor if they already have a large number of patients waiting.

Mark Hainsworth suggested the documents should be combined.

**Action Point: Sue Corp agreed to make the amendments and forward the document to the Surgery.**

Thanks were given to Sue for all the hard work that had gone into producing these very clear explanations on service provisions.

Sue Sayer had drafted the preamble briefly explaining what the patient participation group is and what we do. This was agreed and is to be included at the start of the survey.

### 2. **Discussion concerning the body of the Survey:**

The questions set out were agreed by all with slight amendments:

Question 1 – Yes /No answer

Question 2-5 - Instead of a straight Yes/No answer there is to be a sliding scale 1-5 for patients to express their level of satisfaction.

**Action Point: Sue Corp will make the changes and forward a copy to the Surgery**

### 3. **Distribution and Timescales:**

Although the survey is to be web based efforts are to be made to reach as many

patients as possible. The suggestions agreed are:

Posters to be displayed on Parish Council notice boards and village post offices.

**Volunteers so far are:**

**Penny – Thorpe Morieux**

**June Carpenter – Monks Eleigh**

**David Blacklaws – Lindsey**

**Angela – Bildeston**

**Richard – Hitcham**

**Sue Corp – Nedging and Naughton**

**Margaret – Acton**

**Jackie will contact committee members for volunteers in villages not already covered.**

Letter to be sent to Parish Clerks as this will be read out at Parish Council meetings.

**Action Point: Sue Corp**

Letter in local/parish magazines

**Action Point: Sue Corp**

Survey to be handed out over a 2-3 day period at open access surgeries.

**Action:** to be decided at the next meeting.

#### **4. Further Discussion**

There was further discussion concerning the very long waiting times that occurred during the open access surgeries around the Easter period. This had meant the surgery had been at full capacity and the question arose as to whether patients need to understand the pressures at certain times. It was suggested that an explanation of why and how long patients would be waiting could be given and they could then choose whether to continue to wait or they could make an

appointment but they may not be seen for two weeks. Mark Hainsworth felt the question that needed to be answered was “Is the wait too long?”. It was decided that this may be a follow up question once we have responses from the current survey but possible long waiting times had been covered in Sue Corp’s preamble.

**5. Date for next meeting:**

**Wednesday 25 April 6pm**

Agenda items:

Letters to Parish Councils and Magazines

Volunteers for handing out surveys.

Sue Sayer