

# Orchard Surgery Patient Group Meeting

*Date of Meeting: 6 December 2012*

## *Present*

*Richard Hall (Chair)  
Dr. Lavelle  
Mary Creed  
Kathy Turner  
Ted Worby  
John Hunt  
Donald Ryder  
Vanessa Crockford  
Peter Crockford*

## **Introduction**

Richard welcomed everyone to the meeting

Apologies from  
Michelle Futter (Reception Manager)  
Barbara Fisher  
Steffi Spooner  
Brian Newton-Cox  
Janet Carter

## **Minutes**

The last meeting minutes were agreed. Richard explained that the new "111" non-urgent telephone system was now "live" and was being cautiously welcomed.

## **Text Reminder Service**

Richard was pleased to report that there had been a 20% improvement in the DNA rate since bringing in the reminder scheme. That said, the level of DNAs is still running at an unacceptable rate.

## **Patient Survey**

Richard presented the findings of the 2012 survey. Richard explained that this year was the first year of the amended survey, and it was not possible to compare with previous years.

## **Issues Raised by the Survey**

Opening Hours – a number of patients wanted to see early morning and evening appointments. It is already possible to book appointments at 7.30am and 7.30pm on certain days, so the Practice will be publicising this fact more openly.

Waiting times – patients are concerned that Doctors often run late. Unfortunately, this is something that will never be solved, but the practice does advise patients when a GP is running late, giving them the opportunity to re-book if it suits them. That said, practice statistics show that 52% of appointments start within 10 minutes of the scheduled time, and 78% start within 20 minutes,

Appointment System. A number of complaints were received regarding the length of time to wait for a routine appointment. Unfortunately, the practice has been running one GP short since December 2011, despite their efforts to recruit a new GP. Whilst this is the case, waiting times are unlikely to improve, but the practice is advertising again at present and hope to have new GPs on board by mid 2013.

Reception – there were complaints about the time taken to get through on the telephone. The practice has recruited a new member of staff to help receptionists manage the increasing number of calls received.

## **Other Business**

Don Ryder asked about the speed of growth of the practice. Richard replied that the practice continues to slowly grow.

Ted Worby asked how we planned to use the questionnaire results. Richard explained that the findings are used to plan future services, and to share best practice. The figures are also used by GPs for their appraisals.

Richard announced that the Practice computer system was being changed in January and warned that there may be delays with prescriptions, and that few “book ahead” appointments would be available.

Richard explained what would happen when the PCT was disbanded at the end of March 2013. Their work would be split between the Clinical Commissioning Groups, the Commissioning Support Units and the National Commissioning Board.

There was evidence that patients were “stockpiling” medication and ordering items regularly every month rather than when supplies are getting low. Pharmacies might be driving this behaviour. The surgery will be closely monitoring this,

Next Meeting – 7<sup>th</sup> March 2013 at 10.30am

