

**Patient Participation Group**  
**Sullivan Way Surgery, Sullivan Way, Scholes, Wigan WN1 3TB**

**Meeting Wednesday 1<sup>st</sup> February at 3.30 p.m.**

**Attended by:-**

Dr MacMillan  
Elaine Sharples, Practice Manager  
Valerie Kewley  
Kath Banks  
Andrea Harris  
Tracey Brown  
Charlotte Garcia, Carers Support

Apologies Karen Wilson

1. Patient Questionnaire results

Outlined that the questionnaires had been developed by the PPG group and had been distributed by some members of the group at the practice. Some had been given out by the doctors and nurses and some undertaken on line via the practice website. Around 50 were posted out with routine recall letter to patients being recalled for routine chronic disease appointments. Discussion on findings took place. The results were extremely good. 256 in total had been returned.

2. Discussion on findings

Patient Contacts:- It was mentioned that some patients do not attend the surgery regular, and perhaps it would be an idea to phone them and invite in. However this was established as being too time consuming. The practice is currently updating their smoking data and patients being contacted to ask if any help was needed in helping to stop.

Repeat Prescribing:- From the questionnaires it was apparent that a lot of patients would like to order repeat prescriptions over the phone. The practice reported that this was not allowed as mistakes can be made, and it is also too time consuming. Repeat prescriptions can be ordered either by calling in to surgery, posting, via the pharmacy of their choice, or on line via the practice website.

[www.sullivanwaysurgery.co.uk](http://www.sullivanwaysurgery.co.uk)

Some members of the group had experienced problems sometimes when ordering via the Pharmacy as they had informed them that some medication had been stopped but this was still ordered. How to order via the website will be outlined again in the next Newsletter. It was suggested that some slips could be printed on how to access the website, and order repeat prescriptions. A workshop was agreed to be set up in the waiting room for patients to be shown (by members of the PPG) how to access this service. Posters and leaflets will be needed to advertise the workshop and these tasks would be undertaken by

the group. The reception staff will also be asked to hand them out to patients. A laptop would be needed to undertake this and the practice and some members of the group would look into this. It was agreed for the group to draft some information and to look at these at the next meeting. However, the questionnaires were showing that more patients than on our previous questionnaire were using the website for this service.

#### Appointments:-

The figures were good, as only 1% could not get an appointment. The partners had recently discussed the appointment system and the system had changed in the mornings, with one doctor undertaking the urgent list. The surgery is also looking at changing the afternoon appointment system slightly to do something similar if it worked out better. The impact this had was that the doctors felt less under pressure and patients should not be waiting too long. A suggestion was to have a board for the staff to write on to inform patients if a doctor was running late or any problems they should be aware of, and if any patients would like to rebook. It was agreed that the practice would purchase this. When the new system has been up and running for a while, it was suggested to undertake another survey to see if it working better.

#### Play Area:-

The practice is restricted due to Health and Safety precautions, and swine flu prevention. Books from the early learning centre had been purchased a while ago, but all these had been taken away from the practice. A website was mentioned by one of the members where one book a month was sponsored for the under fives. She offered to check whether this could be an option, and it was also suggested that the practice could ask for donations.

#### Problems attending Boston House/other services:-

One of the group mentioned she had encountered problems attending Boston House, it was not near the bus station, and there were problems with parking. This was also mentioned in one of the patient questionnaires. Elaine said that the district nursing services had been moved from Longshoot Health Centre and patients who needed injections had to attend either Boston House or Ince Surgery. Some patients had attended the surgery to have injections but this should not be undertaken in the practice. She outlined that it had been suggested at the practice meeting that the practice look into commissioning this service at the practice. Patients should complain to Bridgewater Community Service if they have any complaints with the service.

#### Complaints:-

Some patients had commented that they had not made a complaint and there was confusion as to if they had wanted to make a complaint but did not know how. A sign was in the waiting room but perhaps should be made more noticeable.

#### Signs in waiting room:-

It was suggested to put Heading above the waiting room notices to outline what they were, such as "health trainers" section. This will be undertaken.

#### Seating:-

Someone had commented that it would be better to have plastic seating in the waiting room, but the group members did not feel appropriate as they are uncomfortable.

Receptionists:-

Reported by the group that they are all excellent. Elaine will pass this on to them.

3. Action plan
  - a) obtain laptop for workshop
  - b) group to bring along information to next meeting on what to put on poster, and information slips for patients.
  - c) Look at obtaining some books by donation or via donation website.
  - d) Surgery to purchase board to inform patients when doctors running late etc.
  - e) Information for next newsletter on donation or books required, reminder of on line repeat prescribing, and on line appointments.
  - f) survey will be undertaken at a later date to monitor the appointments after changes.
  - g) Notices relating to specific topics for waiting room.
4. Implementing changes  
Update at next meeting on setting up the workshop, how it will be done and who will be involved.
5. Details for website, and waiting room.  
When the minutes have been agreed the action plan will be entered onto the website and what has been implemented.
6. AOB  
  
Representative from Carers Support introduced the service. Information is kept in the waiting room, and patients can complete a form which is logged onto the surgery clinical system and sent to the Carers Centre. Help can be given from helping with general support to attending hospital appointments. Information will be included in the next practice newsletter.
7. Date and time of next meeting.  
**Wednesday 29<sup>th</sup> February at 3.00 p.m.**

Thank you to all who was involved in the preparation and distribution of the patient questionnaires. Your help is much appreciated.  
New members are welcome to join the Patient Participation Group.