



The Ball Tree Surgery

Patient Participation Group Meeting Notes – 6th November 2012

What is shown on the TV Screen in the Waiting Room

You asked us if we could more local information about Ball Tree and our services

What you have asked us to think about...

- Can we add the opening hours for local pharmacies?
- Can we look at the colour scheme – make it more attractive?
- Can we add slides re current health campaigns?
- Can we add some news items about the surgery and the locality?
- Can we make sure the slides are refreshed fairly frequently?

Telling our Patients what is currently happening in the surgery

You asked us if we can provide more frequent information about waiting times in the surgery and which Doctors are on duty

What we have to think about...

- When appointments are running late – what can we do to let patients know? We need to make sure that we let everyone know, including those waiting in the waiting room, the corridors and in the upstairs waiting area.
- The seating upstairs is often full – we need to think through whether there is a better way to guide patients.
- We need to explore how we can perhaps use the red screen and the tv screens to let everyone know when appointments are running late and importantly, provide some indication of for how long. To help with this, we were asked if the time of the appointment be added next to the name of the person when it flashes up so that people can know where they are in the list?
- You thought that it would be good to have a board/ screen up showing which doctors were in along with photos so you can see who we all are.

Advocacy Service in the Surgery

We were asked if, in future, it might be possible to have a service provided by the Citizens Advice Bureau (CAB) or similar advocacy service in the surgery.

What you have asked us to think about...

We think that this is a good idea but at the moment this is unfortunately not an option, however, if funding and opportunity permits in future then this will be re-considered. If we are able to increase the space in the surgery in future this will also help.



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The Ball Tree Surgery

Missed appointments

You asked us if we can have additional notices in the surgery and on website to advise our patients about the cost and resource implications for missed appointments.

What you have asked us to think about...

Putting up some notices and adding the information to the new website and the TV Screen.
How to encourage patients to let the surgery know if they are likely unable to attend

Starting to use new technologies

We had a conversation about new technologies and how they could be used in addition to the phone and the post.

We talked about:

Using the internet for 'online appointment booking'

Some of you were keen, others not. We think that this mixed reaction will likely be the same across all of our patients. We think that using more online services is a good idea for some of our patients but we need to make sure that we assure all of our patients that online booking would only be a limited service and would not reduce access to telephone or in-person booking.

Texts

Again, there was a mixed response. Some members were very keen for certain types of text, such as reminders for appointments, and others did not want texts at all. We think that texts can be used and that they will be helpful for some of our patients, but we need to make sure that assure all our patients that they would be asked in advance for their permission for us to use text messaging.

The Ball Tree Website

We were able to give you the first glimpse of our new-look website. We hope to have this live on the internet in the next few weeks. We welcome your ideas about what information we can put on there.

What you have asked us to think about...

How we introduce the new technologies – how we can ensure that everyone feels comfortable and assured.

The Patient Survey Results

We showed you some of the results from our previous patient questionnaire and we discussed the nature of the some of the results. These are currently on our website

What you have asked us to think about...

In future we hope to be able to put these results onto our website in a clearer format using images and graphs.





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About the Patient Participation Group

We enjoyed meeting with everyone and we need to think now about how to make the most from our times together.

What you have asked us to think about...

Should we have a formal Chair Person for the group?

Should we have patients with represented to champion particular medical conditions?

Can we see if it is possible to book the dates of the PPG some time in advance?

What should the frequency of future meetings be?

When and how should we update you on things that we have changed using your ideas?

Other things that we have thought about since the meeting...

Survey

We would like to undertake another survey with our patients – perhaps you have ideas for areas that we could cover?

Lancing and Sompting Area – Health Promotion Day

Other local GP practices are considering holding a Family Health Promotion Day – possibly next Summer. In West Worthing, St Lawrence Surgery holds a very successful and popular event and we were wondering whether something similar might benefit the community in Lancing and Sompting.

For this to work it would need to have local champions from our PPG and from the other local PPGs actively supporting and organising.

If this is something that you would be interested in helping with, or you know someone who might be, please let us know! We think it might fun!

