

**AUDLEY MILLS USER GROUP MEETING
PUBLIC FORUM -27TH FEBRUARY 2008
Rayleigh Cricket Club
MINUTES**

Present: Dr. Kerry, Steve Doherty, Brian Dawbarn, Sydney Smith, Barbara Dunmore, George Dunmore, Sylvia & Brian Kersey **plus** 7 other patients

BD introduced himself, Dr Kerry and Steve Doherty and explained that this meeting was arranged so that the patients of Audley Mills Surgery could have a chance to comment on the results of the GPAQ (General Practice Assessment Questionnaire) which had been completed by nearly 500 patients over a two month period.

AK then gave a presentation, starting with the comment that the overall results were good and covered the following points :

Improvements

- Phoning through to Practice
- Satisfaction with receptionists
- Overall satisfaction with Practice

Not as good

- Satisfaction with opening hours
- Satisfaction with waiting times at Practice
- Doctor quality points (listening, putting at ease, time spent, patience, caring)

Positive comments

- The standards are very high
- Doctors are always concerned and understanding
- Comprehensive range of services available
- Service shows continual improvement
- You can be seen on the same day you ring (6 comments praising appointment system)
- The diabetic clinic care is excellent
- My doctor is superb (16 comments praising individual doctors)
- You have the best doctors in the service (14 comments praising all doctors)

Negative comments

- Some doctors are better than others (10 comments)
- Just the booking of appointments (22 comments)
- Would like longer hours (17 comments)
- Receptionist's manner (12 comments)
- Waiting times
- Would be good if blood tests could be done on the spot
- Telephone access
- The Practice should not charge for forms to be signed

There then followed a question and answer session where the following points were raised;

- Problems with booking appointments at the Rayleigh Clinic for blood tests as well as the problem of arranging visits. It was commented that the service was very good once the appointment was made, but there was often a delay before being seen.
- A patient had experienced difficulty making an appointment with a nurse for ear syringing, despite being able to give a week's notice.
- How would the Surgery cope with a large increase in demand if, for example there was an epidemic. **AK** said that the GPs could be flexible, possibly with open surgeries, if necessary.
- A patient commented on the excellent service given by NHS Direct.
- Several patients were concerned about access to records. **SD** said that at the moment, no Outside Agency could see their records, and if any information was requested, it would only be given with the patient's consent. However, he shared the concern about future shared information.
- A patient said that the GPs deserved to have time off
- Receptionists were not a particular problem
- It was accepted that there could be longer waiting times if patients wanted to see a particular doctor
- There was a request for a well-man clinic
- The issue of notifying patients in the Waiting Room if a doctor is running late was discussed. **SD** said that it was not practical to update patients for each doctor on a regular basis. It was then suggested that a message be put up asking patients to report to reception if a doctor was running late and he agreed to try this.
- There was a discussion about patients not turning up for appointments. **AK** said that there was now a text number to help patients advise of cancellations.
- The question of telephone access to GPs was discussed. **AK** said that obviously GPs could not take calls during surgery, but they did return calls if messages were left.
- One patient felt that it should be made clear when they were seeing a Registrar
- It was felt that patients often didn't take in everything during a consultation. **AK** agreed and said that GPs tried to bear this in mind.

AK then continued with a further presentation on GPs' thoughts about the current political atmosphere and, on a more positive note, announced that it is likely that within the next few months, the Practice may be able to lease an adjacent building which would enable the doctors to provide new services as well as improve the current facilities.

BD closed the meeting with thanks to all who had attended.