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**PATIENT PARTICIPATION GROUP
Minutes of Meeting
25 March 2014 (re-scheduled from 18 March 2014)**

Attendance:

Practice:

Rachel Green, Dr Kuruvatti

Patients:

Ms L Dayley

Apologies:

Ms H Caine Mr A Thompson, Ms K Andrews, Mr A Civico, Ms A D'Aguila, Mr F Abel, Ms S Burgin, Ms P Wood, Ms P Furnival.

1. Minutes of the last meeting

Due to attendance the minutes of the last meeting were not disused

2. Patient Questionnaire – Outcome of Results

We went through the results of the questionnaire and was really pleased with the answers and results. The following questions were discussed at length:

a) How did you book to see a Doctor or a Nurse

62.5% of patients use the telephone consultation and only 27.9% of patients actually pre- book their appointment. Discussion was had as to how we can persuade patients to book in advance rather than clogging up the consultation list on the day. It was agreed to encourage the patients by advertising more using text messageing and the availability of online booking.

b) How long do you normally have to wait in surgery

67% of patients say that they either don't have to wait long or don't mind waiting. But we still have 25.8% of patients who say they wait a bit too long. Discussion was had as to how this can be reduced, however, it was agreed that we don't know if patients are assessing the situation from when they arrive or how long they have had to wait past their appointment time. A lot of our patients use the public transport to come into surgery and we therefore find that they come in way before their appointment time and expect to be seen in order of arrival.

With this in mind it was agreed to do some posters highlighting that patients will be seen in order of appointment and not in the order of arrival.

c) What would you do if you were ill when the surgery is closed

44.6% would ring the surgery.

37.6% would visit the walk in centre

12.9% would visit A& E.

Discussion was mainly around how do we stop the attendance at A&E.

Rachel explained that we look at the discharge letters that come from A&E and we write to all patients who the doctors feel that the attendance is inappropriate. However, majority of attendances appear to go to Sheffield Children's Hospital. It was agreed to design a business card to be attached to prescriptions, informing patients of what to do when the surgery is closed.

Overall, we are extremely pleased with the outcome of the survey. When we asked patients if they would recommend the surgery to someone else, 91% said definitely/probably.

3. The future of Duke Medical Centre

Rachel explained that due to the changes coming for the Government the Doctors felt that we had to try and increase the list size of the practice. With this in mind it was explained that a patient consultation exercise was taking place at Harold Street Surgery in the hope that it can be merged with Duke Medical Centre.

The intention is that Harold Street would become a Branch Surgery of Duke, but with the structures currently in place this would be not impact on patients registered here, but would dramatically increase capacity at Harold street and the chance to bring in new services that are not available there at the moment.

Rachel asks the group if they would help out when the consultation has been completed to speak to patients at Harold Street, to discuss their thoughts on this surgery.

It was explained that we have a number of registered patients in the area around Shalesmoor and it would give all patients at both surgeries a choice of where they would like to be seen. This in turn would hopefully help with appointments as they have more to go for and it would be expected that a number of patients would like to be seen at the branch surgery thus again freeing up appointments at Duke.

The proposal was welcomed, however Rachel would like to hear from all other members who were not able to attend the meeting.

Dr Kuruvatti explained that they did not want to change what they were providing here and that the dynamics of the practice would stay the same, but would hopefully give our patients more choice and hopefully a branch surgery nearer to where they lived. However, it was pointed out that no matter where our patients lived they could choose which surgery they wanted an appointment for.

4. Any other business

• Flu Clinic

Rachel said that by end of April, we should have an idea of when the Flu clinics would be available. As soon as these have been agreed Rachel will send out the dates to see if any of the group would be available to help

6. Date & Time of next meeting

- **Tuesday 3 June 2014 - @ 18:00**
- **Tuesday 2 September 2014 - @ 18:00**

- **Tuesday 2 December 2014 - @ 18:00**
- **Tuesday 3 February 2015 - @ 18:00**