

## Involving Patients Meeting

Thursday 16<sup>th</sup> June 2016

### Aims

The patient reference group of Kirkstall Lane Medical Centre met with the following aims:

- Review patient feedback gathered as part of actions agreed at the last meeting
- Agree any further actions arising
- Review, consult on proposed 'Enhanced Schemes' to be run by KLMC during 2016/17

### Reviewing patient feedback

At the last meeting, the group agreed that further data collection would take place to further seek patient opinion on the quality of Nursing Services. The patient survey was conducted for 4 weeks and 26 patients responded:

- 96% were satisfied with their overall care
- 96% were satisfied with the warmth of their nurses greeting
- 92% were satisfied with their nurse's ability to listen to them
- 100% were satisfied with their nurse's explanation of their treatment/care
- 100% were confident in their nurse's ability
- 92% were satisfied with the opportunity they were given to express concerns or fears
- 96% were satisfied with the respect their nurse showed them
- 93% were satisfied with the amount of time they were given by their nurse
- 96% were satisfied with the consideration showed by their nurse of their personal situation
- 100% were satisfied with their nurses concern for them as a person
- 100% were satisfied with the extent to which their nurse helped them take care of themselves
- 100% would give a positive recommendation of their nurse to a friend or family member

The following comments were submitted:

- "[my nurse] was very helpful and maintained my privacy and dignity well. Thank you."
- "Very friendly and reassuring. Also gave me suggestions on contraception"
- "She was lovely!"
- "Waited 38mins before being called in today. Always at least 15mins later than appointment"

The group felt that despite the small sample size, the response was very positive and corroborated the excellent feedback in the National GP Patient Survey. There weren't any clear quality issues identified with the care provided by the nursing team, however the areas of experience that had the lowest satisfaction were being listened to, being able to express fears or concerns, and the time given in an appointment.

The group agreed that that there were no remedial actions needed and that a further data collection should take place in six months to compare with the data collected recently. The group felt it would be worthwhile to extend this to collect feedback on both doctors and nurses in the next round of patient feedback.

It was also noted by a member of the group that the low response could have been affected by the length of the survey, and also that 'snapshot' data can only go so far in identifying issues, and that identifying variations in trends over time is more reliable in identifying areas for improvement.

The group discussed the possibility of implementing a FFT style patient feedback exercise that focusses on dignity and respect in care, which can be monitored continuously.

### Reviewing 'Enhanced Schemes' for 2016/17

The group reviewed the schemes that KLMC will be running with funding from NHS England, and NHS Leeds West Clinical Commissioning Group during 2016/17. These are:

- Enhanced Access (evening and weekend appointments)
- Proactive Case Management by Clinical Care Coordinators
- Care Homes Scheme (improving health outcomes for patients living in care homes)

The expressed that they felt these were very positive schemes and that they are worthwhile pursuing.

### Action Plan (as agreed at last Involving Patients Meeting on 4<sup>th</sup> February 2016)

Progress is as follows:

Action	Led by	Deadline
Vision and Values Statement approved – to be displayed within the practice (all practice staff to sign large copy for waiting room)	Practice Manager	complete
Nursing team to seek patient feedback	Nurse Lead	complete
New signs to be placed in reception signposting patients to private discussion booth	Practice Manager	complete
Receptionists to be trained to proactively offer private discussion facility if patients appear uncomfortable	Reception Team Leader	complete
Radio to be played in reception area	Reception Team Leader	complete
SMS (text) message campaign to be carried out to raise awareness of Facebook page and encourage involvement	Practice Manager	on-hold pending further development of the FB page.

**No date was set for the next meeting.**