

## **Involving Patients Meeting**

Thursday 4<sup>th</sup> February 2016

### **Aims**

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

- Consult on the revised Vision and Values statement produced by the team at KLMC
- Review patient feedback gathered during the year and agree an action plan for quality improvement work
- Discuss the use of social media by the practice and decide how to use the practice Facebook page to best benefit patients

### **Vision and Values Statement**

At the last Involving Patients meeting the patient reference group gave the feedback that the Vision and Values statement was wordy and needed to be simplified to make it easier for patients to understand.

The resulting changes were put to the group along with the following questions for them to consider:

- Do the commitments reflect the type of service our patient representatives feel we should be?
- Is there anything else our patient representatives feel we should consider before finalizing our Vision and Values statement?

The group commented that it was simple enough to understand and that it was comprehensive. They also commented that it covers most things they would want it to, and that it was reflective of the process we are undertaking as a practice to achieve the standards identified within it.

### **Reviewing patient feedback**

The group reviewed feedback from the National GP Patient Survey (conducted by Ipsos Mori and published on NHS Choices), Friends and Family Test feedback and individual patient reviews/feedback left on NHS Choices.

The National GP Patient survey feedback was very positive with the practice equalling or bettering both the local or national averages for every question. The most recent survey had a good response rate with 23% of patients invited to give feedback responding. It was difficult to draw any conclusions about action required as the overall picture was so positive, however there was a disparity between the results regarding GP led care and Nurse led care. Whilst patient opinion regarding nursing care was still very positive it was clearly behind opinion on GP care. The Group felt this would be a good area of focus and that more directed patient feedback regarding the quality of nursing care at KLMC.

The group reviewed the FFT feedback over the last 12 months which was again very positive with a clear trend of maintaining high standards. There was a noticeable deviation in the month of September where patient satisfaction dropped around 10 percentage points. It was felt that this was a likely impact of the building work that took place that month and the impact this had on patients.

Finally some specific feedback from patients regarding the reconfiguration of reception was discussed. Two comments were left on NHS Choices which reflected a feeling that the new reception area was not conducive to patient confidentiality. The practice plan to address were discussed including clear signposting to the private discussion booth, and training for receptionists to be able to pick up behaviours from patients that may indicate they are becoming uncomfortable so they can proactively offer the private discussion facility.

The suggestions were met with approval from the group and the suggestion of having the radio playing in the waiting room was discussed. It was agreed to trial this with Radio 2 as the radio station as it seems the best choice of station when it comes to accommodating different tastes of music.

### **Social Media**

The group reviewed the practice Facebook page and discussed its value in presenting an opportunity to get involved with the practice and the patient reference group without having to come to the surgery. It was noted that almost 43% of our practice population are aged 18-30 and are the least likely to come to an Involving Patients meeting and that social media is more accessible by mobile devices, therefore social media is a method of involving this group of patients that is most likely to succeed.

The following questions were asked:

- What kind of posts/items would patients most like to see on the Facebook page?
- How often might they use it?
- How often should it be updated?

The group expressed that relevant news items regarding health issues and updates from the practice regarding them would be useful and informative. Blog posts from GP's were also noted as something that might be engaging. Also public health campaigns could be put on Facebook as a way of informing people of issues and highlighting resources available.

The low number of 'likes' was noted and the lack of activity the page has had since going live, the group suggested that a text message campaign would be useful in raising awareness of the page and getting more people involved.

### **Action Plan**

The following actions were agreed:

<b>Action</b>	<b>Led by</b>	<b>Deadline</b>
Vision and Values Statement approved – to be displayed within the practice (all practice staff to sign large copy for waiting room)	Practice Manager	28/2/2016
Nursing team to seek patient feedback	Nurse Lead	30/4/2016
New signs to be placed in reception signposting patients to private discussion booth	Practice Manager	31/3/2016
Receptionists to be trained to proactively offer private discussion facility if patients appear uncomfortable	Reception Team Leader	30/4/2016
Radio to be played in reception area	Reception Team Leader	28/2/2016
SMS (text) message campaign to be carried out to raise awareness of Facebook page and encourage involvement	Practice Manager	28/2/2016

**The date of the next meeting was agreed as 5<sup>th</sup> May 2016**