

## **Glebe Surgery PPG Meeting 17<sup>th</sup> November 2015**

### **Attendance:**

Dr Keir Newsom  
Mr Paul Spells  
Mrs Susan Smith  
Mrs Pam Healy  
Mrs Liz Burt  
Mrs Joy Hammond  
Mr Robert Howell

### **Apologies:**

Mr Jim Sanson  
Mr Peter Hayes

- **Welcome.**

Mr Paul Spells welcomed everyone to the meeting.

- **Glebe Patient questionnaire**

The results for the period January 2015 to date were reviewed in the meeting. We continue to enjoy a very high satisfaction rating, as we begin to stabilise our operations after the Millstream patient merger.

- Ease of getting an appointment within 24hrs.
  - 80% of patients found it acceptable to excellent c.f 70% last report.
- Ease of getting through on the phone.
  - 88% of patients found it acceptable to excellent c.f 78% last report.
- Opening times.
  - 90% of patients were satisfied with our current opening times c.f 90% last report.
- Attitude of GP's, Nurses and Staff
  - 100% of patients found our attitude acceptable to excellent, continued at this high level.
- To support our own survey finding, the National patient survey, GP-Patient.co.uk, shows the Glebe with the highest rating in the local area
- **Updates from last meeting:**

- Book on line is promoted on our waiting room screen, although limited appointments are available just for early morning and late evening primarily for people at work.
- An auto attendant phone service is being investigated where we may use a very short introductory message to explain blood test results available after 2 p.m. and, unable to take repeat prescriptions over the phone, continue to hold to make an appointment. This may filter out a small percentage of calls so that other can get through to make an appointment.
- A new sign is in place near the ramp to let patient know this is for drop off only.
- The patient check in screen now asks patients to confirm their mobile number , or if we do not have one for them, to offer them the option for us to enter it into our clinical system

- Automated appoint texts were started in November. A patient will receive a text confirming their appointment and then a reminder of that appointment two days before the due date.
- **Update on building our Team:**
  - Our team at the Glebe has grown by 35% since 2014.
  - We are seeking to introduce more Nurse Practitioner appointments as these are being received very well.
  - Our Reception team will be taking on more specialised roles to ensure we continue to offer a quality service
  - There has been more integration between the Nursing and Reception teams working on joint projects.
  - Management responsibilities are being re distributed to ensure appropriate decisions are made quicker.
- **Glebe new building:**
  - Dr Keir Newsom introduced himself as the new Senior Partner and talked though some of the key challenges we face with our urgent need for a new building.
    - We have 11,500 patients registered in a building designed for 4,600 patients. We are 60% undersized and expect this to grow to 70% undersized by 2019.
    - We have been in talks with NHS England, Developers , Horsham District Council, the Parish and the Diocese in order to understand the best way forwards
    - We have discussed a few options and are awaiting the outcome of further talks.
    - Hopefully we can provide more detail in the New Year 2016.
  - AOB
    - D.O.N.M.....T.B.A