

**MINUTES OF HEALTHY LIVING GROUP HELD THURSDAY 28<sup>TH</sup> MARCH 2013 TO  
DISCUSS THE RESULTS OF THE PATIENT SURVEY ON THE NEW PREMISES.**

**Present:**

UG, SB, AG, WD, MD, JA, JF, DO, IO, Mandy Neville & Dr Amanda Rosario

Mandy gave a bit of back ground about the practice not owning the building and thus hiring out rooms needed sorting out but was hopeful that the practice would be able to offer Chiropody, Physiotherapy, Diabetic Eye Screening, even Blood Donor sessions eventually.

**Groups**

Mandy had been approached by Carole from the Monday COPD yoga leader requesting use of a room here. Agreed that the COPD yoga must continue as Lisa Mussell (one of our ex practice nurses) was instrumental in setting up the COPD yoga and the benefits have been immense for patients. Mandy agreed to inform Carole that they could use the group room on Monday 1-3 and she would also inform the Tenants Representative of this decision. If instructions are received to the contrary from NHS Property Services or the CCG then further discussions may have to take place.

**Thank you from the Partners**

Amanda thanked the HLG for all their help and support over the years which has enabled the practice get into the new building and asked for their continued support.

**Guided Tour**

Mandy took the HLG members on a tour of the building

**Results of Survey:**

The survey was held over 4 weeks between 25<sup>th</sup> February and 22<sup>nd</sup> March  
275 surveys were completed

**Age Range:**

|             |    |
|-------------|----|
| <16         | 7  |
| 16-20       | 15 |
| 21-30       | 26 |
| 31-40       | 46 |
| 41-60       | 96 |
| 61-75       | 39 |
| >75         | 16 |
| No response | 30 |

**Gender:**

|             |     |
|-------------|-----|
| MALE        | 81  |
| FEMALE      | 161 |
| No response | 33  |

**Appointment Check in Screen:**

220 people had not used it

Of the 51 who did use it, 41 found it very easy to use, 5 didn't and 5 didn't respond  
Unfortunately 74 were unaware of it.

The members of the HLG who had used the self check-in found it very easy to use.

**ACTION POINTS:**

- Do a large sign to indicate that the check in screen exists
- Have staff available on busy days to help people learn how to self-check in
- Staff to inform patients that the self check-in is available

**Patient Call Screen:**

189 people said it was helpful

13 said no

73 didn't respond

143 people said it was easy to hear

18 said it wasn't easy to hear

41 didn't respond

HLG members pointed out that the messages were very repetitive when you were waiting for any length of time.

**ACTION POINT**

- Look into having music playing and just visual messages.

**Directional Signs:**

271 people said they are both clear and easy to follow

4 didn't respond. One person felt that the Counselling room signs may make people feel uncomfortable going through them. One person said the entrance signage was not obvious.

**NO ACTIONS NECESSARY**

**Seating:**

271 people said the seating was comfortable and appropriately set out

4 didn't respond. One person said the seats could be higher. One person said all seats should face the call screen (but this would mean no-one would see the beautiful view)

**NO ACTIONS NECESSARY**

**Telephone Access:**

153 said access had improved

48 said no

78 didn't respond

116 people preferred to be held in a queue

79 people said they preferred to receive the engaged tone

80 didn't respond

77 people said they were played music whilst on hold

24 said they didn't have music

174 didn't respond

60 people said the music was pleasant to listen to

16 said no  
99 didn't respond

HLG agreed that they felt getting an engage tone was better than being in a queue, It was also pointed out that people with mobile phones will find holding in a queue expensive.

#### **ACTION POINT**

- Repeat questionnaire in six months time to see if views have changed as this was carried out very soon after moving in

#### **Additional Comments from patients:**

Cover plug sockets in kids play area  
Move the check in screen or have a bigger sign above it  
Have free Wii Fi in waiting room  
Have some magazines  
Friendly staff on reception would be helpful  
Music in the waiting room  
Waiting area not fully utilised  
Kids area needs more to do

#### **ACTIONS AGREED:**

- Immediately purchase socket covers and place in **ALL** sockets on ground floor (undertaken immediately)
- Agreed needed same in all group rooms so these need purchasing and fitting
- Obtain magazines for each table in waiting area (undertaken immediately)
- Look at cost of Wi Fi in waiting room
- Prepare signage to highlight self-checking in screen & train staff to point screen out to patients and consider having someone in waiting room at busy times to show patients how to use check in screen
- Talk to staff about friendliness at next worker group meeting
- Music in the waiting room

**NEXT MEETING WEDNESDAY 15 MAY 5.30PM ALL WELCOME**