



## NOTES FROM PATIENT PARTICIPATION GROUP DISCUSSION 2018

### Appointments availability

- All was happy with the team and they praised the reception staff on doing a great job.
- The opening times is good but mentioned that the appointments and opening times were not always good for the people who worked.

GP present explained that we do have late evening appointment slots that are available and are designed for the working people; we now have the hub appointment suitable for patients that cannot get appointment due to working times. Hubs have appointments late evenings and weekends. Speak to reception staff about this as they can book these appointments.

### 10 minute appointment

Patients felt that the ten minutes slots can be very short as sometimes the patients have more to discuss with the gp. Gp Present, said this is not always easy to keep to as people come with a list of things and there is not always enough time. At the same time the gp is also think that there are people waiting to be seen and if he is delayed due to patients with a list of problems then the next patient becomes frustrated because they are kept waiting.

We are still in the process of educating the patient as there are some medical problems that can be dealt with at the pharmacy. Patients come in to see the gp for condition like for example i.e. Mouth wash, Paracetamol E45 Toothbrush, Toothpaste ,Suntan lotion and shampoo, all of which they could get at the stores and save the appointment slot for other who need to see the gp with condition that can be only treated by the gp.

### Appointment in advance

This would be a good idea but from experience in the past, the surgery has experienced high number of DNA- (did not attend), when booked in advance as patient either feel better and forget to cancel or just forget to turn up for their appointment as booked too far ahead.

### Seeing the same GP

Patient would like to see the same gp all the time.

DD explained that would be nice as he as a gp, would like to see the same patient if that was possible as he could remember them and their conditions better, but this is not always possible for most gp and practices. Therefore Patients are more likely have to accept the appointment they get regardless of whom the named gp is.

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