



## Patient group meeting Thursday 31st January

Many thanks to everyone who came to the Patient group meeting and took part in voting.

### Brief summary of the meeting

Who attended: 6 members of the patient group, 4 members of staff (1 Practice Manager, 1 GP Partner, and 2 members of the patient support team), 2 members of the research team. In addition, 2 patients, 5 members of staff, and 1 person who didn't say which group they are in, voted online before the meeting.

We started by everyone introducing themselves. We then outlined the plan for the meeting. Everyone agreed to work quickly as there was only had 1 hour for the meeting.

Then everyone voted on their top 5 features to put into the survey. People voted based on:

- Features you would be interested in finding out whether other patients think are a priority to change
- Features that you think it is possible to change within the practice
- Features that you are interested in acting on in the practice

All the votes were collected onto 2 pieces of flip chart paper. The online votes were also added. For the results of this first vote see the middle column of the flip chart paper below.

[Key: light green ticks = patients in the room; dark green ticks = patients online; dark blue ticks = staff in the room; light blue ticks = staff online]

1. How long your appointment lasts	✓✓✓	✓	
2. How many days you wait to get an appointment	✓✓✓	✓✓✓	3 ✓✓✓
4. How you can talk to the doctors and nurses (telephone, online)	✓✓✓✓	✓✓✓	4 ✓✓✓
5. When you can have an appointment	✓✓	✓	
7. How easy it is to book an appointment	✓	✓✓✓	3 ✓✓
8. How the doctors and nurses treat you	✓✓✓✓	✓✓	
9. How well the doctors listen and pay attention to you	✓✓✓✓	✓✓✓✓	8 ✓✓✓✓
10. How involved you are in making choices about your care	✓✓✓✓	✓✓✓✓	8 ✓✓✓✓
11. How many problems you can discuss in your appointment	✓✓✓✓	✓✓✓	4 ✓
12. How often community groups and lifestyle activities are suggested		✓✓✓	
14. How you are supported to manage your own health		✓✓✓✓	
15. How well your doctor or nurse knows your medical history		✓	
16. How well your doctor or nurse knows you as a person		✓	
17. How often you get your choice of doctor and nurse			
19. How many services are offered by the practice		✓✓✓✓	7 ✓✓✓✓
21. How interpretation services are provided			
22. How the practice treats different groups of patients		✓	
23. How the receptionists treat you		✓✓✓	6 ✓✓✓
24. How well the practice protects your privacy at reception		✓✓	
30. How the staff respond to feedback and complaints		✓✓✓	7 ✓✓✓

Everyone then agreed some rules for how the group were going to vote for a second time. Features with 3 or less ticks in the first vote were ruled out. The group felt 8 and 9 were similar, so decided to go for 9. The group felt 14 overlapped with 10 and 19, so 14 was excluded. This left 9 features (the numbers are circled in red on the flip chart paper above).

Finally, the group voted a second time. For the results of this vote see the right hand column of the flip chart picture above. [Key: purple tick = patients; red tick = staff].

The final 5 features that were picked were:

	Feature	Levels of the feature
9	How well the doctors and nurses listen and pay attention to you	Less carefully than usual No change from usual More carefully than usual
10	How involved you are in making choices about your care	Less involved than usual No change from usual More involved than usual
19	How many services are offered by the practice	Fewer services than now The same services as now More services than now
23	How the patient support staff treat you	More neutral and business-like than usual No change from usual More friendly and personal than usual
30	How the staff respond to feedback and complaints	Slower to act than usual The same as usual Quicker to act than usual

The group discussed the final 5 features. Everyone agreed it was interesting that none of the features about appointments were picked. Everyone at the meeting was happy to proceed with the 5 features selected.

The group asked to make some changes to the wording of the features and survey. Where possible the group wanted “patient support team” instead of “reception”, and “doctors and nurses” rather than just “doctors”, to reflect the widening clinical team. We also discussed that there will be space in the survey for patients to say other issues are more important.

### What happens next?

The research team will now turn the 5 features into a survey to ask patients at St Martins Practice which is their priority for change.

There will be 3 versions of the survey:

- A paper version that can be handed out in the waiting area
- An online version that can be sent out as a weblink via text or promoted on the website and via social media
- A voting box version which people complete in the waiting room.

The survey will include the following sections:

- An introduction
- At least one question which will look something like this:

Please tick whether you would prefer this practice to make 'Set of changes A' or 'Set of changes B'.

	Set of changes A	Set of changes B
Feature 1	More of feature 1	Less of feature 1
Feature 2	Less of feature 2	The same as usual
Feature 3	More of feature 3	Less of feature 3
Feature 4	Less of feature 4	More of feature 4
Feature 5	The same as now	More of feature 5
<b>Please tick Set of changes A or B</b>	<input type="checkbox"/>	<input type="checkbox"/>

- 11 demographic questions
- A large free text response question
- An advert for the patient group and when the results will be discussed

The group asked whether there will be an option for patients to put their contact details so they can receive individual feedback. I will look into this.

We would like to start giving out the survey as soon as possible so that the results will be back for the next patient group meeting. We would like to run some training for the patient group so that you can confidently help give out the survey and collect feedback. This training will be on:

**Survey training date: Tuesday 19<sup>th</sup> February 5.30pm-7.30pm**

**Next meeting date: Tuesday 26<sup>th</sup> March 1-2.30pm**

Thanks again for your time and making it a really enjoyable meeting. If you have any comments or questions please get in touch with me.

Jess Drinkwater

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