



## Patient group meeting Thursday 13<sup>th</sup> December

Many thanks to all the people who came to the Patient group meeting and let us take over your usual agenda. We had a fun evening and it was really good to meet you all.

### Brief summary of the meeting

We did a couple of warm up exercises to get to know you all, understand why you joined the patient group, and how you normally work as a group.

We then discussed 24 features of general practice and whether you would be interested in finding out what patients at St Martins Practice think of these features and which ones you would like to know if people want to see change. You grouped these features into 'yes, you'd be interested to know what patients think' (green), 'maybe' (orange), and 'no, you wouldn't be interested, or would not be prepared to change the feature' (red). I have put your results into a table (see below).

Yes/green	Maybe/orange	No/red
1. How long your appointment lasts 2. How many days you wait to get an appointment 4. How you can talk to the doctors and nurses 5. When you can have an appointment 7. How easy it is to book an appointment 9. How well the doctors listen and pay attention to you 10. How involved you are in making choices about your care 11. How many problems you can discuss in your appointment 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 22. How the practice treats different groups of patients 24. How well the practice protects your privacy at reception 30. How the staff respond to feedback and complaints	6. How easy is it to get a home visit 8. How the doctors and nurses treat you 20. How much patients are charged for requests for letters of support 27. How often you are asked about your experience at the practice ----- The next 4 were moved into this group from the 'green' group at the end after reviewing all the features in the 'green' group. 12. How often community groups and lifestyle activities are suggested 19. How many services are offered by the practice 21. How interpretation services are provided 23. How the receptionists treat you	25. How warm, clean, and tidy the environment is

In general, you were quite keen on putting features in the 'green' group. For some of the features in the 'green' group, you did not think there was a problem with them at the practice. However, you thought the feature represented something really important and therefore the wider patient population should be asked.

### **What happens next?**

We will be doing the same card sort exercise at a meeting with the practice staff in January. Once we have both sets of results we will combine the 'green' groups. We will then hold a further meeting with both patients and practice staff on the 31<sup>st</sup> January. At this meeting we will ask those present to vote on their top 5 features that you would like to put to patients in a survey. The survey would ask them which is the most important feature. These 5 features will be turned into a survey which we will then ask patients at St Martins Practice to complete. It would be great if members of the patient group would like to volunteer to help encourage people to do the survey. We will be putting on some training in February to support you to do this.

We will have a think about whether/how we can do online voting for people who cannot make it to the next meeting.

**Next meeting date: Thursday 31<sup>st</sup> January 12.30-13.30**

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

[j.m.drinkwater@leeds.ac.uk](mailto:j.m.drinkwater@leeds.ac.uk)

Tel: (0113) 343 0868