

## Planning - Pan Lewisham Patient Participation Group Meeting

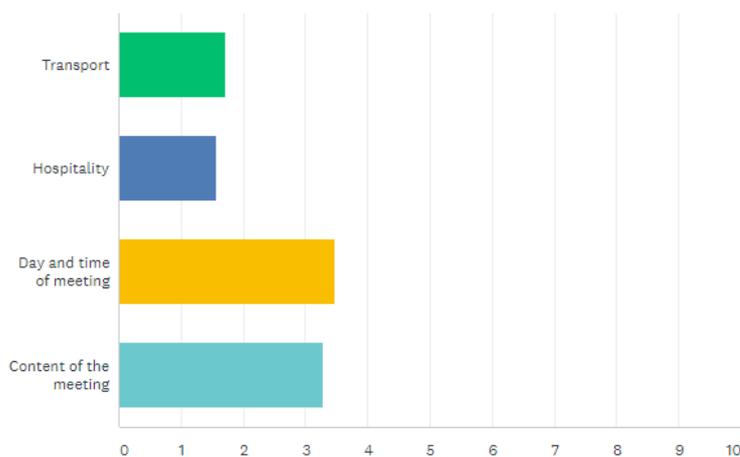
Feedback from PPG members 29<sup>th</sup> January 2018 – 12<sup>th</sup> February 2018

### Survey findings

1. 19 responses across 8 Practices: Hilly Fields, Baring Road, Wells Park, Rushey Green, Honor Oak, South Lewisham Group Practice, Triangle Surgery and the Jenner
2. The day and time of the meeting were ranked as the most important factors when attending a meeting, followed closely by the content of the meeting

Please rank the below factors to tell us what is most important to you when attending a meeting?

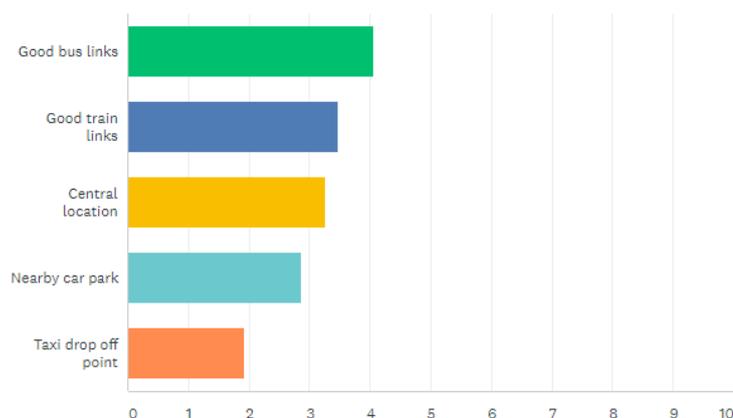
Answered: 19 Skipped: 0



3. Good access by public transport is a fundamental requirement of the meeting venue

Transport - Please rank the following factors in regards to what are the most important features of the meeting venue?

Answered: 18 Skipped: 1



Other requirements: outside rush hour(x3), disabled parking, general parking, safe place to lock bikes and short walk from bus/trains.

4. When asked to rank statements in regards to hospitality, the most important factors were having delegate packs containing event information, followed closely by comfortable seating. The least important factor was hot food and drinks.

Table 1: Feedback on event hospitality

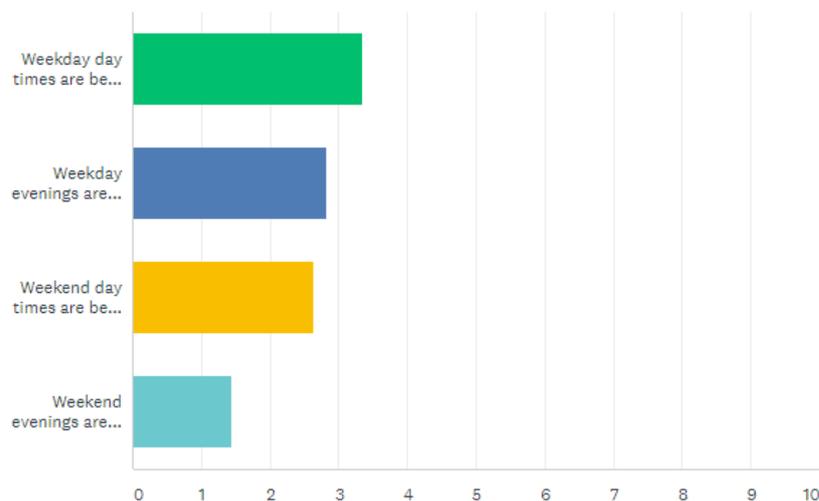
	1	2	3	4	TOTAL	SCORE
▼ The venue has comfortable seating	25.00% 4	37.50% 6	25.00% 4	12.50% 2	16	2.75
▼ Attendees are given hot food and drinks	5.56% 1	16.67% 3	22.22% 4	55.56% 10	18	1.72
▼ Delegates should be given delegate packs containing all event information	58.82% 10	29.41% 5	11.76% 2	0.00% 0	17	3.47
▼ Helpful and attentive staff on the day to assist	17.65% 3	11.76% 2	41.18% 7	29.41% 5	17	2.18

Other suggestions included; Healthy food, a vegetarian option for food, hot and cold drinks, lunch if hosted at lunchtime, easyread information prior to meeting, good audio system, good presenters and presentations, as much information as possible in advance of the meeting.

5. Weekday day times were the preferred days and times for the meeting

Please rank the following statements in regards to the day and time of the meeting

Answered: 19 Skipped: 0



6. Other points for consideration were; the timings outside of rush hour; start and end on time; ensure IT equipment is working and have back up in reserve; ensure there is follow up/update information mailed directly to all participants following on from the meeting; during the day midweek will not Be good for anyone that works; Avoid early start (before 10.30).

7. When asked for areas in regards to 'access' that PPG members would like addressed at the meeting, we were told:

- Video links either to private booths &/or home for remote consultations; exploration of web chat options.
- 24/7 service - how will that fit into the plans?
- Non-core hours, access to non-medical clinicians, e.g. Physiotherapists and mental health care

- Appointments preference systems built within the patient access and a digital queuing system so patients that want to see a specific doctor will be able to see how many people are waiting for the same request and perhaps understand if it is worth waiting for them or chose another GP at the surgery.
- Telephone systems that can accept a much longer queue than 4
- Time of appointment and travel especially with children or disabled.
- Any Government health initiatives and how these will be actioned locally.
- Should we consider de-linking patients from specific doctors' practices and register them on a wider geographical basis so patients can pick and choose. Records could be access from a central database and this would both extend patient choice and allow them to choose on the basis of proven expertise in a specific issue or something simple like customer service.