

Minute from patient participation group 11th July

5 members of the group were able to attend the meeting. The practice was represented by Fran Duggan.

Student representation

Fran Duggan has made contact with the new student welfare officer. Unfortunately, she was unable to attend a meeting on this occasion. She had some useful suggestions about how we might go about involving more students in the group. Fran hopes to meet with her next week to discuss this further.

Promoting the PPG

A few members of the group have been working on the words and designs of the posters/ information to put up to promote the patient participation group. Once the design is complete it will be emailed to Jessica, circulated to the group and as long as everyone is happy with the wording and the design, the practice will arrange for the information to be put up within the surgery and hopefully in the Student's Union and halls of residence.

Missed appointments

The information was circulated about missed appointments. We are pleased in general that the percentage of appointments missed has continued to drop. However, there was some discussion about whether the text reminder service was still working comprehensively, as some people were still not receiving text reminders whilst other members of the group were. We discussed whether the fall in the missed appointment percentage was due to the time of year or the change in the practice demographics i.e. the students having gone home. We concluded that with such small amount of information it was not possible to form conclusions about the trend or the reasons for this. We felt that having collated information over the course of the year, we would feel more able to draw conclusions and make decisions on what to do.

The group felt that the DNA information being displayed on the patient call-in screens was helpful and was now much clearer. There was still discussion within the group about the action taken by the practice when an appointment is missed. It was felt that the practice maybe too lenient, particularly with patients who repeatedly miss appointments. However, once again there was a long discussion about why people miss appointments and as a consequence what action should be taken. It was felt to be appropriate to send people a

text reminding them that they had missed an appointment and to make them aware of the difficulties this causes with general appointment availability.

Action:

Fran to discuss with IT and clarify the message that is sent to patients when an appointment has been missed.

Further DNA figures to be brought back to the next meeting and review of the trends and overall figures collected so far at the meeting in November.

The general feeling was that patient communications methods had improved, with the establishment of the QR codes; the more comprehensive use of texting patients both about appointments and also other information. We will continue to explore how to improve patient communication methods at future meetings.

Appearance of the surgery

The artist who has been commissioned to produce the mural for the children's area showed us the progress of the work so far. The mural is going to be left to show to staff. It is hoped that it will be completed by the end of the month.

Fran has had a meeting with the fine art department and has also had confirmation from the owners of the building that we can put up art work. Some members in the group are interested in being involved in choosing the art work to be displayed.

Action

The group as a whole it will be circulated to let them know when it will be possible to meet to view the paintings so that anyone who is interested can attend.

The PCT are organising for leaflet racks to be put in the upstairs and downstairs waiting rooms as well as further notice boards. It is hoped once all of this is in place that the appearance of the surgery will be substantially improved.

PPG Conference feedback

Unfortunately the member of the group who attended the conference wasn't able to be at this current meeting, we will send the information again as an attachment with these minutes and discuss the feedback at the next meeting.

Fran Duggan has had contact with the PPG, confirming that PPG groups run in lots of different ways. If at the moment the group does not feel able to be self-organising and the practice is happy to continue to support the group in this way, this was felt to be reasonable. It is hope that in due course the group may well wish to take on more

responsibility for the running of the group with administrative input and support from the practice. However at this moment in time this did not seem to the case.

Letter regarding alternative therapist use of building to PCT

One of the members of the group offered to draft a letter about this issue.

Fran Duggan offered to find the contact within the PCT for this to be sent to.

Feedback/ report on appointment use, continuity of care and telephone and the telephone system.

Information was circulated about the change to the messages on the telephone system. It was felt that it would be helpful to make patients aware of the services provided by the nurses as well as the specialist areas provided by some of the GP's, so that appropriate appointments can be booked. It was suggested that a laminated card was available at the desk that could be shown to patients, covering both of these areas. It was felt that this would prevent the need for too much information being discussed over the desk, with the receptionist and would maintain patients confidentiality. Patients would then be able to indicate what they felt was the most appropriate appointment for them to book.

Action; Fran Duggan

The practice has also done a continuity of care survey. There was some discussion about this. It was felt it would be helpful for patients to be aware which days particular doctors worked, though it was accepted that the rota can change. The practice was aware that they need to continue to look at the balance between the immediate access appointments and the pre-booked appointments.

Action; Fran Duggan

Free NHS health checks

The practice is starting to provide these. At the moment these will be being performed by the nurses. Patient information is available both at the desk and on the leaflet table. It is hoped that we will have a health care assistant who will be able to increase the capacity to offer these checks in the not too distant future.

Patient satisfaction questionnaire

Last year the group felt that it would have been good to be able to give more time and thought to the questionnaire. It was agreed that last year's questionnaire would be circulated as an attachment with these minutes, so that this can be discussed in September.

Following the meeting;

The practice would like to inform the group that we have started the process of registration with the care quality commission. We will be able to provide the group with more information about this at the September meeting. But, anyone wishing to have a look at what we need to do in order to successfully complete this process can look at www.cqc.org.uk/standards.