

## **Minutes of Patient Participation Group ( PPG ) Meeting – Thurs 4<sup>th</sup> June 2015**

Attending:- Kelly Hartland (KH) Practice Manager  
Sam Bridgewater (SB) PM Assistant  
Paul Hubbard (PH)  
Harry Summerton (HS)  
Janet Edwards (JE)  
Jane Fuller (JF)  
Eve Buchanan – Healy (EH)  
David Bell ( DB )  
Michael Dean (MD)  
Jane Powl (JP)

Apologies:- Val Thornton (VT)  
Ann Thow (AT)

### **REVIEW OF PREVIOUS MINUTES**

KH gave an update on previous minutes. Calling Boards now in place. Practice Booklet updated. Improving confidentiality in progress.

### **PATIENT SURVEY**

SB gave a summary of the results for March and April. SB informed all that the majority of patients were very positive especially with regards to the staff. There had been a few negative comments with regard to parking. It was discussed that a note should be added to the survey to remind the patients that the parking is beyond the surgery's control. **ACTION SB** The other negative comments were the waiting time to see the doctor. The group felt it was better to give patients more time with the doctor than have a complaint of a patient being rushed. The group discussed whether the calling boards could display when the doctor is running late but KH unsure if system is set up to be able to do that, KH to look in to. **ACTION KH** Receptionists usually notify the patients as they book in if there is a delay.

### **PROPOSED RE-DESIGN OF GROUND FLOOR RECEPTION AND UPSTAIRS WAITING ROOM**

KH informed the group of the surgery's plan of closing down the reception on the first floor and fitting a shutter to pull down over the existing hatch. The ground floor reception will be redesigned so that the phones will be answered away from the front desk which would improve the confidentiality and allow the receptionist on the front desk to deal with 'face to face' patients' queries, this was supported by the PPG. The surgery is also looking into installing CCTV in the first floor reception for the safety of the patients. The group discussed the pros and cons of this and it was voted on with the majority in favour of the CCTV. A panic button was also discussed which would allow patients in an emergency, such as another patient collapsing, to alert the staff. KH will look into this. **ACTION KH**

### **COMMUNICATION CHANGES**

KH explained that the surgery was unable to maintain the current patient group email being used to send out the Surgery Newsletter. An email had been sent out to the contacts on this email account informing them of the closure and asking them to sign up for the newsletter through the surgery's website. The response has been good. There will be a further email, in the near future, asking for consent to add patients email address to their patient records before finally closing the account. RB mentioned that when sending a prescription request through the website it also prompted him to sign up for the newsletter.

## **TELEPHONE APPOINTMENTS**

The doctors had recently trialled 'timed' telephone appointments but have decided the previous system was better. SB reassured the group that if patients are only available at a certain time, we do accommodate this.

## **ELECTRONIC PRESCRIBING SYSTEM**

DB asked for an update on the electronic prescribing system. KH confirmed that the surgery was going live on the 17<sup>th</sup> August 2015. It was also discussed that when ordering prescriptions through the website, there were no options for which chemist you would like your prescription to go to. KH confirmed that this would be updated with two options 'collect from surgery' or 'usual chemist'.

### **ACTION SB**

## **EXTENDED HOURS**

VT asked for extended hour's clinics to be discussed. The Saturday morning clinics are well attended. KH explained the Commissioning Group were looking at all extended hours clinics so unable to discuss any further at this stage as it may be currently under review.

## **ANY OTHER BUSINESS**

### **111**

This service needs to be clarified as some of the group thought you could attend out of hours at the hospital without going through 111. *After the meeting* SB rang 111 to check the procedure and can confirm that you do need to contact 111 first who will then make the referral and out of hours will then arrange the appointment.

### **HEALTHWATCH**

MD and EB mentioned Healthwatch. KH was given a little information to take away and read as unaware of this service.

### **TELEPHONE SYSTEM**

Some members of group still experiencing problems with the telephones. There is still an occasional issue with the telephone unfortunately. A quote for new system has been received but now awaiting new design for reception before installing new system.

### **ONLINE APPOINTMENTS**

The group asked if these were popular. KH said that unfortunately the uptake was minimal. JF agreed to trial the system and report back.

Future meetings: Monday 7<sup>th</sup> Sept 2015, Thursday 29<sup>th</sup> October 2015 and Monday 21st December 2015. All at 10.30am.

