

## Minutes of Patient Participation Group ( PPG ) Meeting – Monday 22<sup>nd</sup> February 2016

Attending:- Kelly Hartland (KH) Practice Manager  
Eddie Thomas (ET) Practice Manager – starting April 2016  
Sam Bridgewater (SB) PM Assistant  
Paul Hubbard (PH)  
Harry Summerton (HS)  
David Bell ( DB )  
Eve Buchanan – Healy (EH)  
Ann Thow (AT)  
Kathy Smethers (KS)

Apologies:- Jane Powl (JP) Val Thornton (VT) Michael Dean (MD) Janet Edwards (JE)

### INTRODUCTION/NEW PRACTICE MANAGER

Introductions were made for ET, who will be joining the surgery as Practice Manager in April 2016. ET has over 10 years experience as a Practice Manager and is looking forward to joining the practice.

### TELEPHONE SYSTEM

KH asked if anybody had used the new telephone system which was installed on 18/01/16. Initially members said they had encountered problems with continuous ringing and no phone message being played, however, after further discussions, the problems were on the day of the installation and this morning. KH explained the telephone system did go down this morning and that on the day of installation some calls may have taken longer to have been answered than we would have liked. AT said that she had had trouble with hearing the automated message, KH confirmed that the volume had been increased. KH asked the members to feedback any problems at next meeting or to email SB.

### ONLINE APPOINTMENTS

The members in attendance had not used the online booking system so were unable to feedback. DB asked why the nurse's appointments were not available to book online. KH explained that the current software provider could not accommodate appointments for varying procedures and durations.

The group were informed that it was extremely likely that the surgery will be changing their system to a new IT provider in the next 12 months.

### PATIENT SURVEY

SB gave a quick update on the Friends and Family Questionnaire for December 2015 and January 2016. SB reported the surgery had received a limited response but they had all been positive.

### ANY OTHER MATTERS

DB reported that every time he requests his medication through the website, a pop up asks him if he would like to receive the surgery newsletter which he ticks yes to every time. SB to see if there is anyway she can disable this once the option has been selected. **ACTION SB.**

KH informed the group that, in time, the requesting of medication through the website or via email will have to cease, as the current system is not as secure as the NHS would like it to be. KH also reported that in April patients will be able to access their coded medical records online and that we will be asking members of the PPG if they would test this, as would need to be rolled out slowly to small groups. All in attendance, bar EB, offered to sign up and test. It was felt that it may be worth waiting for the new computer system to be in place before signing up to avoid the need for password changes.

EB asked why, when booking a telephone consultation, she was asked what the call was about. It was explained that it is standard practice for receptionists to give an indication to the nurse or doctor what the telephone call is about as this enables the nurse/doctor to have the information at hand before making the

call. Also, the receptionist can ascertain if the call is of an urgent nature eg chest pains and can redirect the caller to call an ambulance. SB reassured the group that it is perfectly acceptable for a patient to say they don't want to give their reason.

KH asked the group if they had any objections to the practice moving their extended hours Saturday clinic from the 24/12/16 to a double clinic on the 17/12/2016. The group agreed that this would be acceptable as long as it is well advertised within the surgery and on the website nearer the time. **ACTION SB/ET**

KH asked to take the opportunity to remind the group that being a member of the PPG needed to be kept separate when in the surgery as a patient as it would not be appropriate, or necessary to inform the staff of this role as the staff are trained to treat everyone equally.

DB asked if there was any way of involving other patients in the surgery, who they represent, in asking the PPG to put questions forward or who have suggestions for improvements. ET said at his current surgery they have boxes where patients can submit any questions and that a member of the PPG is responsible for collecting these. The surgery does have two suggestion boxes already in place and it was agreed that these could be used for that purpose. **ACTION ET**

AT asked KH about the availability of doctor's appointments after having recently experienced difficulty in getting an appointment due to only two doctors working that afternoon. KH said that the surgery is usually adequately staffed with doctors but occasionally, due to holidays or unforeseen circumstances, there are times when there are only two doctors in the afternoon, however, urgent matters are always accommodated.

Next Meeting: Monday 16<sup>th</sup> May 2016 at 10.30am.