

PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD 9TH DECEMBER 2015

PRESENT: Keith Davies, Barbara Gasby, John Carter, Bryan Hadley, Des Pattinson, Barry Parker, Dr Helen Ray, Judy Langford (Assistant Practice Manager), Julia Griffiths (Head Receptionist), Dr M Jordan.

1. **Minutes of last meeting** – accepted as a true representation.
2. **Update for Maple View** – Judy briefed the group on the planning application that has been submitted to Redditch Borough Council that proposes to demolish the old medical centre and re-develop the site to accommodate up to 16 units. The application can be viewed at:
<http://access.redditchbc.gov.uk/online-applications/>
3. **Winter Newsletter** – All members had received their copy of the practice newsletter. This introduced the new practice DNA (did not attend) policy for missed appointments. It was suggested that we could laminate a copy of the newsletter for the waiting room and that it should be included in the information book. It was also suggested that the waiting room TV could be used to direct people to the website to view the newsletter.
4. **DNA Policy** – Judy talked to the group about the findings of two audits that have been conducted to look at the number of people not attending the surgery for their appointments. The results were; October 114 missed appointments, November 116 missed appointments. This is a massive waste of precious clinical time when the surgery is struggling to offer sufficient appointments to meet demand. A DNA policy has now been implemented which states:
 - If you fail to attend appointments without informing us we will write to you asking if you could inform the practice if you are unable to attend your appointment.
 - If you fail to attend on 3 occasions throughout a 12 month period for appointments you may be removed from the practice list and have to find an alternative GP practice.We hope that this will cut down the number of DNA's and free these appointments up for people who genuinely need to be seen.
5. **Feedback from Family and Friends cards and Suggestion Box** – The suggestion box contained just one suggestion regarding patient confidentiality and having the name displayed on the waiting room screen when being called in for an appointment. It was agreed that this is necessary for patient safety and is the usual practice in dentists, pharmacies and hospitals. No other information is given out, only the name of the person who has an appointment. The Friends and Family box had three very positive comments in and all say that they would be extremely likely to recommend the surgery.

6. **Online Access** – The group was asked if they had used the online access service. One member of the group had experience some delay in getting his repeat prescription processed via this route. Two other members of the group expressed concern about errors and delays in obtaining prescriptions, Judy will look in to this to see if there is a training issue.
7. **Text Messaging Service** – The group reported back that they were happy with the text messaging service and all were in agreement that this will be a useful tool for patients and the practice. It is hoped that this will also help to cut down on the number of DNA's. Judy informed the group about how it may be used to let patients know if they are eligible for certain health checks, vaccinations etc. The software also has the potential to be used for email contact at a later date
8. **Waiting room display screen** – The group felt that the potential for communicating via the display screen is not being fully utilised. It was suggested that we could 'bullet-point' the issues raised in the newsletters to raise awareness, prompt patients towards the website and newsletter, canvas for mobile phone numbers and email addresses. Judy will look in to these ideas and see if it is possible. It was also suggested that the screen could be used to inform patients if the doctor is running late. At the moment Julia does not think that this is a facility that is available to us but Judy will check with Egton to see if it is something that could be accessed.
9. **Pharmacy To You** – One of the group members reported back regarding the service received from this home delivery company. He has had a very positive experience and was very pleased with the service that he received.
10. **Website** – It was suggested that the photograph on the practice website was of the old car park and did not look inviting or current. Georgina is also still showing among the clinicians. Judy will look into updating the website.
11. **Appointment release times** – The question was raised about what time appointments are released. Currently the embargo is lifted off the daily appointments at 8.30am. It was acknowledged that this may be difficult for someone who has to be in work at that time to be able to telephone the surgery. There is the facility to register for online appointment booking however we are currently unsure about the release time of the online appointment so will check this and report back.
12. **Asthma/COPD** – The group was informed that we now have a locum nurse who is providing the COPD review clinics and we also have a specialist nurse providing asthma clinics. These will be in place until our new Practice Nurse Lynda has completed her training.

NEXT MEETING: 9th March 2016

MERRY CHRISTMAS TO YOU ALL!!