

## Minutes of PPG Meeting 8th January 2014.

### ATTENDEES:-

J. Hughes (Chair); M Rees; A. Mills; M. Mills; S. Hadley; B. Hill; B. Chare; R.Sellarajah; S. Davies; Dr Long; Dr Horton.

### APOLOGIES:-

There were no apologies for absence.

1. The Meeting was opened at 6.35pm.
2. The Chair made his greetings and thanked the members who had taken part in the PPG awareness activity.
3. The Minutes of the last meeting on the 30th October 2013 were accepted as a true and accurate record of what took place.
4. R. Sellarajah presented the PPG Patient Survey results and findings to the group. The group were given an opportunity to discuss the findings. These showed 91.3% of patients surveyed would recommend the Practice.  
Details of the survey for the Doctors, Nurses and Reception Staff are attached.  
The survey results showed a very positive response to the Practice Staff from the patients.  
A newly appointed receptionist is undergoing training.  
The area encompassed by the Practice is officially designated as "Deprived".
5. Points to be investigated with a view for action and improvement:-
  - (a) The system for the on-line booking of Doctor Appointments will be instigated in the next few months.
  - (b) The Electronic Prescription Service (EPS) is not functional at this time and repeat prescriptions still need to be requested from the Doctor or Reception Repeat Prescription Service.
6. Following the practice survey results, PPG discussion, prioritisation an action plan was compiled which was agreed by the PPG and also the practice team including the GP partners, reception manager and practice manager. The 3 main actions for action to come out of the survey were:
  - Improve Quality of patient information – education/promoting services to patients
  - Ongoing process monitoring of patient satisfaction, dis-satisfaction and suggestions
  - Maintain a drive to increase engagement and representation of the PPG group.On the back of this discussion the some of the actions agreed included;
  - Maintenance of a dedicated PPG notice board. The board will promote the PPG, PPG notices and PPG information to all patients. The board will be reviewed after every meeting and updated accordingly.
  - Set up and maintenance of a PPG 'Message of the month' system. This was initially trialled for the 'Flu Season' with excellent results. This patient information/education system would next promote NHS Health Checks for the 40–74 year old patient eligible to the programme.
  - Implementation of practice compliments and suggestions campaign with box to be held in reception to capture responses with specially created poster promoting. The practice will also design an appropriate feedback form and make pens available thereby making this an anonymous process if so desired by the patient – PPG Approved.
  - The practice will maintain its policy of sending letters to patients who DNA on the same day as they book an appointment. This was suggested by the PPG and has seen positive returns with DNA reducing in overall terms.
  - This has been done a number of times in the last 6 months and has helped greatly in relation to engagement with the flu campaign, PPG patient survey and general PPG engagement. Ongoing it is hoped this will help with PPG membership and also help patients to understand its role.
  - The practice will also continue to market the PPG in various channels. Amongst others this includes, PPG leaflets, engagement posters, word of mouth, patient information screens and the practice website, PPG section.
7. J. Hughes requested a map of the Practice catchment area. This was provided by Dr Horton who also advised that there were some patients enrolled who were just outside the area shown on the map.
8. Flu vaccination uptake has been very good. A letter was to be sent to parents of 2-3 year old children who have not yet taken advantage of the availability of the vaccination.
9. The NHS Health Checks for over 40's are now available and are being promoted.
10. 37 Shingles Vaccinations have still to be taken up from the 108 patients who were eligible.
11. M. Rees asked about the patient confidentiality issues for the proposed NHS central data system, as highlighted in some newspapers. Dr Horton advised there would appear to be an Opt-in or Opt-out option.
12. B. Hill asked why a "in the queue" message is sometimes heard when phoning for a Doctor appointment. Dr Horton explained that when reception was engaged the first 4 calls were put in the queue.
13. Dr Horton reported the practice "out of hours" telephone recording had been illegally interfered with, by "hackers", diverting callers to a premium rate telephone number. This has been rectified by BT Security.
14. The meeting was closed at 7.50pm. Dr Horton thanked all who had attended.

Regards

Brian