

**Barking Medical Group Practice
PPG Meeting
Tuesday 21st October 2014
Time: 6.30pm
Venue: Barking Medical Group, Upney Lane, Barking**

Present

Sue Hayes (SH)	Practice Manager
Dr V Rathore (VR)	GP
Mr S Ezra (SE)	Chair Person
Mr K Humphries (KH)	Patient
Miss M Greenwood (MG)	Patient
Miss M Parish (MP)	Patient
Mrs S Mahmut (SM)	Receptionist

Ref	Agenda	
1.	Welcome (Tea,coffee, biscuits)	
2.	Minutes from last meeting	
3.	Reports from other meetings	
4.	Results of Patient Questionnaire	
5.	DNA's – Update	
6.	Chair person from January	
7.	Two-minute statements from each present member	
	“Where do we go from here”	
	Details of next meeting	
8.	Any urgent matters	
9.	A.O.B.	
10.	Date of next meeting – week beginning January 19 th 2015	
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<p>1.</p> <p>2.</p> <p>3.</p>	<p>SE thanked everyone for coming and gave apologies for absent members.</p> <p>SE asked members if they were in agreement for Val Shaw to chair the meetings for the next year. All members agreed to this.</p> <p>SH gave members the results from the Patient questionnaire. Overall it received a positive feedback Matters to address: Access to GP appointments Access to telephones DNA's These were agreed to be our 3 priorities.</p> <p>SH suggested training sessions for reception staff to enable them to process the calls quicker to free the telephone lines for other patients.</p> <p>SH suggested promoting Online Booking more.</p> <p>SH suggested sending DNA letters to patients who fail to attend 3 appointments or more resulting in patients being deducted off our lists. All members agreed to this except MG MG would like it noted that she strongly disagrees with any patient being deducted from the list. SH explained that no patient would be deducted without going through a fair process. SH explained to MG that any patient with any type of learning disability would not receive a letter. MG was reassured.</p> <p>SH suggested: 1st DNA letter 2nd DNA letter 3rd DNA letter SE suggested the practice getting a 'Letter from your doctor surgery' stamp to put on DNA warning envelopes so patients do not think it is junk mail and throw away. SH agreed.</p> <p>SH suggested SE draft 3 DNA letters and for 3 months advertise via the surgery/website what we are proposing to do and see if we get any response from patients then discuss the response in the next meeting. Members agreed.</p> <p>MG/SE/SH suggested to members that they compare last years Patient Questionnaire questions and results and discuss at the next meeting. SM to email both of these to SE the next day.</p> <p>MG/SE/MP spoke to the group about upcoming CCG meeting.</p> <p>SE acknowledged that the practice had put up the translated PPG laminated poster he had supplied in reception and advised members more were on their way.</p> <p>Date and time of next meeting Tuesday 20th January 2015 at 6.30pm</p>
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