

BARKING MEDICAL GROUP PRACTICE
Patient Participation Group Meeting
Tuesday 27th January 2015
6:30pm

Attended:

MR S Ezra (**SE**)
Miss V Shaw (**VS**)
MR K Humphries (**KH**)
Miss m Greenwood (**MG**)
Miss M Parish (**MP**)
MR E Feasy (**EF**)
Candice Hoppie (**CH**)
Dr H Ahmed (**DR A**)
Susan Hayes (**SH**)

AGENDA

1. Welcome – SE

Introduction of the group to the new member joining the PPG

2. SE Introduction of:-

New chairperson for 2015 - Valerie Shaw

3. Apologies:

No apologies

4. Minutes from the last meeting of Oct. 21st 2014

Matters arising:

MG had informed the group that no minutes had been received from the previous meeting of 21st October 2014

SH would look into the matter and would ensure the October minutes would be sent out to the group

On-Line Booking

- a) The practice had been promoting on line booking for the patients in surgery and had advertised on the practice website to support patient access by enabling the patients to cancel their appointments on line

Telephone training for staff

- b) There had been no specific training for the receptionist, however the practice had installed another telephone line for the practice to use therefore freeing up another line to improve telephone access for the patients.

5. DNAs update

a) **SH** and **MG** had reviewed the patient DNA letters following MG objection to sending patients letters suggesting they may be removed from the practice list if they continued to fail to attend their appointments.

b) **SH** reassured the PPG no vulnerable patients would be sent letters, patients would be invited into the practice to meet with the practice manager to discuss any difficulties they may have in attending their booked appointments.

c)The remainder of the group supported the DNA letter

d)The DNA rate had increased in quarter three to 756 from 705 DNA appointments in quarter two

e)The practice will continue to monitor the DNA rates following the implementation of the reviewed DNA letter

f)The DNA rates were displayed on the practice notice board however the PPG reported that you could not see the information as there was too much information for the patients to view and was messy.

6. Reports of other meetings attended by PPG members.

a)PPG members had attended:

The Health Watch – have your say meeting

CCG Patient Engagement forum.

MG feedback information on:

GP commissioning and intermediate beds being closed

7. Multi language invitations to join us.

SE had produced some posters in other languages to invite patients to join the practice PPG.

The posters are now displayed in the practice waiting areas

8. Statements from members and GPs:

VS and **SE** presented the group with their statements to support the group past achievements suggestions on how to take the group forward

MG made a verbal statement and requested she would like to have more information on the practice population

SH to feedback at the next meeting

9. Patient questionnaire 2013 was compared to 2014-15 questionnaire

a)Satisfaction from the receptionist had improved

b)Telephone access had improved

c)Same day appointments had improved

d)Overall service from the practice had decreased

10. A.O.B

The PPG were informed of the new hub service put in place to support access to GP's and to support A&E attendances from 6:30pm to 10:00pm Monday to Friday

Blood test services were being advertised in the practice waiting areas

MP suggested a Book of services be placed in the surgery waiting areas, this was agreeable if the group would be able to produce the book

The group suggested if a health promotion screen could be placed in the practice waiting area

SH to feedback to the group

The group were invited into the practice to promote the PPG to the patients and to review our posters in the reception area as it was felt it was too messy

It was suggested patient expectations and complaints could be discussed in future meetings

MP would like the practice to look into having the hearing loop service in surgery. It was also explained that if patients were registered deaf this information would be coded onto the patient records

The practice was asked for information on the surgical dressing service.
The surgical dressing service was maybe run by the district nurses ??

It was agreed the minutes of the meeting would be published on the practice website

Reporting the PPG activity template into NHS England

SH informed the PPG of the template that needed to be submitted into NHS England for year end 2014 and would be required to be signed off by the PPG

SE donated two tables to be placed in the waiting area for the patients to use

11. Date of next meeting:

Wednesday 15th April 2015 (agreed)
