

# PPG Meeting Minutes 24th July 2017

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## **Introduction to The Practice**

SB greeted PPG and thanked them for attending. Explanation given as to why we have had a brief delay since the last meeting.

SB explained how we require guidance from our PPG members to improve the surgery and any shortfalls we may come across. We ask that the PPG members represent our patients.

## **List Size and Appointments**

The Practice list size 14,500 patients, we have started to remove out of area patients to make more appointments available for catchment area patients. We have had an influx of upset patients who were unhappy with Audley Mills new appointments system this has increased the demand for appointments slightly but surgery ok due to removal of out of area patients

## **Care Home Service**

The Practice agreed to take part in an enhanced service whereby our local care home Great Wheatley's was allocated our practice making us responsible for the GP care of their patients. This practice had taken over the care of Great Wheatley's. This involves one of our GPs visiting the care home on a weekly basis and liaising with the staff there. The care home manager sends us a list on the day detailing which patients need a review. Both the practice and the care home have seen this service is working very well.

## **Electronic Prescription Service**

EPS and the benefits explained to PPG group. This has been in place for 6 months and is proving to be successful. Both GPs and the patients like the new service, reception staff are promoting this to patients.

## **Flu Season 2017**

We are holding flu clinics at both sites on 30th September and 7th and 14th October

We have recently started promoting this using text messaging, facebook, our website and messages on prescriptions. We will be sending out letters to eligible patients in August and promoting it with posters and leaflets in the surgery too.

## **ONLINE ACCESS**

We have had many patients in the past express a request for online consultations. This has proved successful and we will continue to offer this. Patients are not only able to request a web consultation but they are able to request repeat medications and book appointments online.

## **Patient Survey**

One of the main areas highlighted were our appointments and access. It was explained that we carry out DNA audits and regularly assess our appointments and telephone access. We have a new telephone system being installed within the next 12 weeks which will include a queuing system.

The PPG were asked if they could offer suggestions on how we can improve appointment availability and waiting times.

One member suggested that patients who fail to attend be charged in the same way as a dental practice does.

Unfortunately we are unable to implement this.

**Election of Chair Person:** Mrs Karen Hatley

Members asked to notify us of any suggestions and ideas they have. An agenda will be sent out prior the next meeting and they are invited to add to this.

Date of next meeting to be confirmed.