

Jenner Patient Participation Group

Minutes of meeting on Wednesday 1 October 2014 at 6:30pm

Present: BB, BG, PC, BR, NR, NS, HW, Jeanette, Andrew **Apologies:** JP, MG, Julie, Paul

Not present: AB, GH

1 Minutes and matters arising

- Disabled access letter: Pauline Rowe had forwarded the letter to the Estates Dept (the company responsible for the Jenner building). No reply. J will call Pauline weekly and will get details of how to escalate the issue (name of company, name of person in charge). Noted that bollards had been knocked over and unrepaired.
- J said appointments overall had improved slightly. The reception staff routinely offer the first available appointment 2 weeks ahead and work nearer the present if necessary. Triage was discontinued in May. The walk-in surgeries were working well, and patients were given a paper reminder that it lasted 5 mins only. Did not attend (DNAs) remain a concern, and are higher for nurses than doctors.
- Recruiting PPG members: ask Paul to go ahead with, initially, 100 names and see how this goes. The previous suggestion of 500 names was too risky.
- Vision Online: Louis (who will provide telephone support) had been receiving training from Paul. This will probably start w/b 6 Oct* and be available 10-12, 2-4pm. To be publicised. Last week Jeanette, Julie and Richard attended the EMIS user group conference. The practice now has an EMIS demonstration system available for staff to familiarise themselves. Any changeover is likely to avoid the busy Jan-Mar period.
(*Since meeting delayed until November.)
- Flu vaccination drive continues until end of Nov.
- NHS Choices: Dr Richard Johnson will provide online responses to comments, although this has not started yet.
- Survey: the new system "Family and Friends" requires all GP practices to ask patients a single question (would they recommend it to friends?) to start in December. This is too early to incorporate into our annual survey. However, since this is now a voluntary survey, previous deadlines to report by the end of March no longer apply.
- Date of first meeting in 2015 set as Wednesday 4 February.

2 Audit

- Jeanette shared details of the last audit conducted by the Primary Care Foundation (9pp+11pp appendix + pp3-9 of instructions). Home reading for PPG members who should notify J about questions, to be discussed next time. H will set up a discussion topic on the bulletin board.

3 Survey

- Agreed in Q1 to reduce columns from 1-10 to 1-5 and to add a column for N/A.
- Possible rota of PPG members in waiting room to encourage completion of paper forms.
- The forms need to be able to be completed in a normal waiting time since uncompleted forms are useless.

- H suggested adding questions on being seen within 10 mins of the appointment time, and on reception queueing time.
- (Check-in was better now machine had been moved to front entrance, and automated check-in was now widely used.)
- Rather than ask questions on “do you know how to...?” we need stats on how many patients use VOS for appointments, for prescriptions, and use the surgery pods. Can Paul provide these?
- (Why do pods now only take 1 blood pressure reading, not the best of 3. Andrew to enquire.)
- We will agree final questions at the December meeting.
- How to analyse the free comments? H suggested to start with the categories he had compiled last year.
- Noted that some patients – those who should see a doctor but don’t (a male stereotype)– are outside the practice’s reach.

4 Flu day

- 500 patients had been seen. Very good reports of the day.

5 AOB

- Those who are late for a 6:30 meeting and cannot get into the centre should phone P for admission. He will circulate his mobile number.
- The meeting closed at 7.45pm.