

Report from the Patient Participation Group Meeting of 5th February 2019

At the meeting held on 5th February 2019 the following subjects were discussed:

Actions from previous meeting:

- It was confirmed that there is a sign on the screen in the waiting area regarding the use of mobile phones within the surgery

Checking-in machine

Concern was expressed regarding hygiene when using the checking-in machine.

Missed appointments

The system is that if a patient misses 3 appointments in 12 months they are written to by the practice. If they miss an appointment again, they then get another letter. They will be sent 3 letters in total before the partners are then asked to consider removing them from the practice list.

Most patients who don't attend appointments without cancelling have particular problems, eg mental health, drug abuse, memory loss.

It would be illegal to charge patients for missing appointments.

Travel vaccinations

JP found a pharmacist offering meningitis vaccination for young people for £260 for 2 doses. The Operations Manager confirmed that the surgery does these vaccinations.

Friends & Family Test analysis

Copies of the last year's Friends & Family test forms were distributed for PPG members to view, plus an analysis. The analysis showed very similar results to 2017/18.

Making sure the PPG is representative of the patient population

There was a discussion about the timing of the meetings. Eight in the evening might suit young people, though that may be too late for the staff and doesn't suit the current membership. It was felt younger patients have different priorities, and that people with young families would have time issues.

Introduction of on-line clinical queries service: Engage Consult

The PPG was asked for their input regarding the introduction of this new service which allows patients to send a clinical query on-line via the practice website. A practice GP responds to the query.

Members suggested changes to the publicity poster

Action Plan

- Information on which travel vaccinations are free to be put on the practice website.
- To move the hand sanitiser dispenser in Reception