**ELM HOUSE SURGERY AND CATOR MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP MINUTES**

**Thursday 7th March 2019**

**Present: Apologies:**

Dr Christopher Holdridge (GP Partner) Ellis Taylor

Dr Haroon Yazdani (GP Partner) Valerie Taylor

Nicola Marshall (Receptionist) Valerie Crews

Catherine Milton Joanne C.

Graeme Thomson John Parker

Sue Kibler Roberta Welham

Tony Meheux Gloria Brown

David Hughes Cecile Thomson

Yvonne Mason Diana Davidson

John Hilliger Helen Parker

Celia Johnson Rajinder Sodhi

Jane Ching Nolene Harris

Gloria Sherman Julie Axon

Razan Alhendi

Trish Gray (Speaker)

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|  | **Actions** |
| **Agree Minutes and Review Actions from previous meeting** |  |
| **N/A** |  |
| ***Item 1: Trish Gray, Head of Engagement, Children and Young People, Bromley CCG – Presented on Mental Health and CAMHS Service*** |  |
| * *General Overview of the new services they hope to offer improving the service* | **Trish Gray to email CH with directory of services, for use in practices** |
| ***Item 2: Discussion and approval of newsletters*** |  |
| * *Newsletter would be good if it was issued every quarter - and possibly have an electronic version?* | **CH will finalise Issue 1 and then discuss with surgery team re electronic version and distribution methods. For second issue, CH will ensure an explanation of the appointments system is included** |
| ***Item 3: PPG section of websites and agreement over names being published (data protection)*** |  |
| * *The group agreed that so long as names only were included consent was given* | **Any individual members expressing dissent to contact CH** |
| ***Item 4: Patient satisfaction survey*** |  |
| * *Evaluation of HCAs and nurses needs to be included on the survey* * *Results should be given on a sliding scale and some questions need a space for comments* * *It would be interesting to have a question to see if patients find text alerts helpful?* * *Also to have a question on methods of communication between the surgery and patients* | **CH will finalise a set of questions for the next meeting** |
| **Item 5: *Any other business*** |  |
| * *DNAs* * *Some discussion on pros and cons of publicising our DNA policy* * *Note made that it would be helpful to note the cost to the NHS, and the total missed GP contact time and let patients know Discussion of how rigorously to prosecute the policy* * *Discussion of how patients can cancel* * *A text message “opt in” policy was discussed* | **CH to discuss with partners** |
| * *E Consult - Elm house will be introducing this. Dr Holdridge said that he finds this service good and it does save appointments. However the sound does not work on the explanation video* | **CH to discuss with HY re the sound issue** |
| * *Email addresses - could we get an email address for every patient?* * *Advertise on screens for reception to obtain email address* | **CH to discuss with partners** |
| * *More info on how to access blood results - how does this work?* | **CH to discuss with partners – is this a possible inclusion item for the newsletter?** |
| * *Why do you have a named GP? Is it ok to see any Dr?* | **CH explained to the group that you can see any doctor, the “named GP” is a government requirement and does not reflect a need for the patient to stick to that clinician** |
| ***Item 6: Agenda items and diary for next meeting*** |  |
| 1. *Update on DNA policy as discussed above* 2. *Patient Satisfaction Survey agreement on final questions*   *Items for newsletter issue #2* | **Pencilled in for Wednesday 5th June 2pm – will be confirmed at a later date** |