

**MINUTES OF THE MANOR PRACTICE PPG MEETING
THURSDAY 22nd AUGUST 2019 AT 1 PM
HELD AT ASHFURLONG HEALTH CENTRE**

Present: Chaired by Sue Kay, Jo Twist, Andrew Pike, Tom Forrester, Marie Collins, Elaine Joiner, Anna Cinar (Minute taker), Dr Mark Forshaw, Dr Nigel Speak

1. Apologies: None

2. Vice Chair's Report: Please see attached
Sue passed on her thanks for the contribution made by Cath Bogle who, due to work commitments had resigned from the committee.

3. CQC Statement

Dr Forshaw had asked whether the PPG members could put something together in anticipation of the next CQC inspection in support of the practice and what they feel is going well. Jo mentioned for example the success of the triage system, helping to reduce waiting times for appointments.

ACTION: Sue to draft something out and discuss with Dr Forshaw

4. Practice News

Dr Speak and Dr Forshaw updated the members with recent changes within the Practice as per the attached newsletter.

5. PPG Future

Sue brought up concern of the lack of members which need boosting in order to make the PPG viable. Sue asked for support from the Practice in headhunting patients. Dr Speak confirmed that this was something they already did but explained that when the newly appointed Practice Manager was in post at the end of September, she would be addressing this and looking at virtual groups and the possibility of remote meetings via Skype, etc.

6. Rolling Screen Update

After discussion, Marie kindly volunteered to update the rolling screens. Members to discuss new information pages for the rolling screen and the removal of any outdated information. Andrew suggested adding a reminder to patients for their mobile phone details as a new page

ACTION: Anna to email Marie the electronic version

7. DNA's

Sue made a suggestion that the DNA figures were cumulative to have a greater impact as the numbers increased throughout the year. Jo agreed to get updated monthly figures to be printed for the PPG information board.

Andrew suggested that whenever a patient was being seen by a doctor, nurse or any member of the medical team that had a practice computer screen, they could quickly check if the recorded details for mobile number was correct and whether they would like a text reminder for any future appointments.

ACTION: Jo to liaise with Carol Moore for DNA figures

8. PPG Minutes

Sue asked whether the minutes could be reinstated to the more detailed form they used to take as felt the bullet points of the last minutes were too brief. Dr Speak pointed out that bullet pointed minutes was the way to go as it brought much more clarity to deliver important messages rather than having to read through details. Agreed to meet in the middle on the format of minutes. Also requested minutes be prepared and circulated in a timely fashion.

9. Concerns over Staff Turnover

Tom mentioned that there seemed to be a number of new faces on reception recently. Dr Speak confirmed that we had employed new admin/reception staff over the last few months to help with the increased number of patients; also staff on sick leave, and staff diverted to other areas of work. Dr Speak explained that new staff were undergoing intensive training and that the practice was closing one afternoon a month to enable group staff training to benefit the practice and its patients.

10. Newsletters

Marie asked for any contributions to be made within the next few weeks for the Autumn newsletter which would be published towards the end of September. A number of suggestions were made for inclusion at the meeting which were noted by Marie.

Sue highly praised Ashfurlong for always having newsletters available for patients to read. However, was disappointed that James Preston seemed to have run out and not refilled their stand.

Sue and Jo explained that reception staff at James Preston seemed to be unaware of who the PPG members were or what the PPG stood for. Dr Speak suggested it might be worthwhile a couple of PPG members attend one of the staff training afternoons to introduce themselves and explain a little what the PPG is about.

Andrew asked how the newsletters were distributed. Marie confirmed they were added to the website and copies put in the stands on the PPG noticeboards for patients to help themselves to.

ACTION: Anna to check with Dr Wall about forthcoming session

11. Meeting Dates:

Thursday 24th October 2019 at 1 pm, held at Ashfurlong Health Centre

Thursday 5th December 2019 at 1 pm, held at Ashfurlong Health Centre

Thursday 9th January 2010 at 1 pm, (provisional as room not yet confirmed)

12. AOB

Sue briefly went through some of the comments made by patients in the PPG book. At James Preston there had been 7 comments left since May as follows: *would like waiting times reduced; DNA's held to account; Practice Manager to be more visible within the practice; reminder text messages to state whether appointment is at JP or ASH; mixed comments regarding reception staff; compliments to David on reception.*

At Ashfurlong there had been 9 comments left since May as follows: *general praise to reception staff; specific thanks to Nurse Maria; request that the music be less loud; clarification on appointments ie if more than one problem need to book double appointment.*

Dr Forshaw responded to question of identifying which site patient appointments were booked at when sending text message reminders – apparently this has been looked into previously and there is a technical hitch to sorting this out unfortunately.

Elaine asked whether patients had to specifically request an evening or OOH appointment. Dr Speak explained that if urgent, this should be offered to the patient but explained that the OOH hub only released their appointments 7-10 days ahead.

Andrew pointed out that at JP, the sign-in screen asked for patients to update mobile numbers but this was not available at ASH. Andrew felt it important that patient email and mobile numbers were updated on the system to disseminate information more easily via text messaging.

ACTION: Dr Speak to look at ASH sign in screen

The operation of the phone-in arrangements were discussed, the length of time in some cases for answering was felt excessive and the fact that if there are no appointments at Ash then one should be able to be booked at JP if suitable to patient. We know the ASH receptionist can see what is available at JP. Dr Forshaw hoped this would be addressed when the new Practice Manager was in post.

Attachments: Vice Chair's Report
Practice News Report