

## WHITTINGTON MOOR SURGERY – PATIENT PARTICIPATION GROUP

### MINUTES OF MEETING HELD ON MONDAY, 23<sup>RD</sup> SEPTEMBER 2013

#### 1. PRESENT

Dr K Stoodley, Val Johnson (Practice Manager), Tony Cox (Chair), Sybil Waplington, Enid Krygier, Darrell Thompson, Kathleen Bradbury.

#### 2. APOLGIES

No apologies were received

#### 3. MINUTES OF LAST MEETING

There were no previous minutes

#### 4. MATTERS ARISING

No matters arising

#### 5. VOLUNTEER FOR SECRETARY

No volunteers for secretary were forthcoming. To be on future agendas.

#### 6. PATIENT SURVEY

The previous survey results had been disappointing and we would like to survey patients again now that the practice has a new reception area, clinical system and telephone system.

The members present discussed which questions we would like to include in the next patient survey. The survey will be distributed on line, at the flu clinic on 19<sup>th</sup> October and handed out in the surgery. We will also target specific groups in order to get a cross section of our practice population.

#### 7. ACCESS

Dr Stoodley informed the group that we are planning some changes to our appointment system. We are going to offer more telephone consultations to try and get more GP contact with patients. The practice have been trialling telephone appointments on a Monday and Friday and this has worked well. Further discussions will take place within the practice before any changes are made.

One member asked for clarification regarding Walk In Centres and whether the surgery would consider a drop in clinic rather than an appointments system. Dr Stoodley informed the group that she was unaware of any practices in the local area that operated this system. Tony Cox said he would mention the request at the next Locality Group Meeting and feedback at the next meeting.

#### 8. NEW TELEPHONE SYSTEM

The practice has a new telephone contract with Frist Call, a local company based in Renishaw. We have a new 01246 number which should prove more cost effective for the patients and the practice. Sybil Waplington was thanked for her time and support, negotiating the contract with other practice staff. Feedback both positive and negative would be gratefully received from

patients. We will be producing a Newsletter soon which will include further details of the new telephone system.

#### **9. TELEPHONE ANALYSIS**

Dr Church had produced a power point presentation on our telephone system. The results will be displayed in our next Newsletter. The conclusion of the analysis is as follows:-

We receive over 400+ calls per day

There are a lot of abandoned calls from 12.30-1.30pm so we need to have more staff answering the telephones at this time

Highest volume of calls is between 8-8.30am then 8.30-9.30am – we have 4 or 5 members of staff answering calls between 8-8.30am

Best to ring for test results and none urgent enquiries between 2.30pm and 6.00pm

#### **10. FLU SATURDAY**

The flu Saturday will be held on 19<sup>th</sup> October in the Church Hall between 8.45 and 11.30am. 972 slips have been made available for patients to collect. Members of the PPG committee will attend to distribute patient surveys and to encourage new members to join the PPG. A Stop Smoking stand will be available also.

#### **11. LOCALITY REPRESENTATIVE**

Tony reported that he has attended the locality group meetings and two projects he has supported are Integrated Care and Flu Planning. He would like to encourage other members of the Committee to attend these meetings as the practice needs representation and he is not available for every meeting. No volunteers were forthcoming and this will be on future agendas. He also mentioned that he receives a lot of paperwork from the CCG and this is sometimes quite overwhelming and the CCG may find it difficult to recruit and retain volunteers.

#### **12. VOLUNTEERS FOR TRAINING SUMULATIONS**

The group were asked if any of them would like to be training simulators. Val explained that when doctors are training they have to attend sessions on consultation skills. Actors are recruited and patient/doctor scenarios are undertaken. We will include more details in our next Newsletter.

#### **13. ANY OTHER BUSINESS**

There was no other business

#### **14. DATE OF NEXT MEETING**

The next meeting will be held on Monday, 9<sup>th</sup> December 2013 at 6.30pm at the surgery.