**HIGHCROFT SURGERY Patients’ Participation Group**

**Minutes for Meeting held on 14 May 2014**

**Present:** Steve Jones, Jo Croft, Peter Pelling, Peter Horril, Pam Horril, Brenda Chambers, Chris Foster, Bernadette Cocking, Ted Cocking

**Apologies:** Arnold Harris

**Minutes of previous meeting** were proposed as a true record (Steve and Bernadette)

**Presentation on KPI (**Steve Jones)

He explained that:

* KPI are generally a tool used for monitoring issues such as waiting times, delivery, purchasing etc.
* Monitoring takes place over an extended period, say, 3 months.
* KPI are used where performance is lower than expected or needed.
* KPI can shed light on the reasons for inadequate performance
* This in turn can generate planning for improvement.

Chris added:

* KPI are often translated into target setting.
* They can be useful but only when dealing with hard data.

The group discussed **possible applications** of KPI for informing decision making at the surgery including:

* appointment waiting time
* queuing
* in surgery waiting time.

The group thought it might be helpful for the PPG to collect some data on appointment waiting time (i.e. the time between requesting an appointment and seeing a doctor). This is a case where standardised collection of data followed by accurate collation and rigorous analysis could support the Practice in making appropriate decisions about how the appointment system would work best.

Members offering to collect data through interview during surgery hours:

Bernadette

Peter

Brenda

Peter

Arnold (to be asked)

Chris

Chris will draw up a data collection sheet.

**Discussion took place on:**

* The need to educate patients on the expense of ‘did not attend’ (DNA’s)
* Westdale Lane – ‘open surgery’ 9-12 just wait in order of time of arrival
* NPPG noticeboard in Surgery – (Chris and Brenda agreed to manage this.) There will be some small items required for the presentation.
* Scooter access was discussed. Most scooter users can access the lifts. Those who cannot are offered consultation in a room downstairs.
* Diane was commended for her cheerful and helpful manner at the reception desk and on the phone.
* By contrast 3 members of the group commented on the unhelpful attitude of the receptionists on the ground floor in Community Health. This has already been raised at management level but there has been no noticeable improvement. This is material to our Practice since both Highcroft and Stenhouse fund phlebotomy, one of the services provided on the ground floor by Community Health

**Date of the next meeting: *Wednesday, 9th July at 5.30pm***