

PPG MEETING – BAKERSFIELD MEDICAL CENTRE  
 Minutes of meeting held on 19<sup>th</sup> March 2019 at 11.30 am

In attendance: SD; MA,MT,GT, SS,AM

1.	Matters arising	Action items
	<p>Wall clock – this had been purchase and we were waiting for handyman to put the clock up in the waiting area</p>	
2.	<p><b>On line access</b>            We are trying to increase the number of patients who have online access to book appointments and order prescriptions. Our target to 10% of our patients by the end of March 2019.</p> <p>The group discussed the appointment system in place and they were very happy with getting appointments on the day with GPs as well as the phlebotomist.</p> <p>Very pleased with the access that the surgery provided.</p> <p>Access to some part of the medical records was also discussed. It was felt that patients accessing their medical records and not understanding the medical terminology used would cause them to be alarmed as they do not fully understand medical words. It is comforting to have someone talk to you when discussing certain forms of diagnosis rather than seeing the information displayed when sitting in an isolated room on your own at home with no family around you to comfort.</p> <p>A volunteer could sit at the surgery to help with on line access</p>	<p>Reception staff            Deadline of more than 10% by 31.3.19</p>
3.	<p><b>DNA appointments</b></p> <p>The secretary said that having the dna appointments poster was very informative.</p> <p>Some patients at the surgery also discussed dnas with the reception staff to say that they were surprised that appointments were not attended by patients.</p> <p>We do have a system in place where the receptionist will check each patient who has dnaD and check if their mobile number has received the MJog text appointment alert. If not then that mobile number is deleted and message put on notes to alert reception staff to update mobile number when the patient calls in next.</p> <p>Discussion took place on perhaps costing the time that was lost on dna appointments – perhaps this can be taken to the next meeting and a member of PPG tasked to find out.</p> <p>Members felt that our appointment system was second to none. Same day appointments were always available and both the Doctors and other staff were very happy to fit in requests rather than wasting patients time to book in on another day, in that</p>	

	<p>doctors were very willing to do dressings rather than making the patient come back to see the HCA.</p> <p>The reception staff were also very helpful in booking appointments in that if a patient has to see a doctor and get an inr blood test – the reception staff volunteer to ensure that the appointments are as close to each other so the patient does not have to wait too long.</p>	
4.	<p><b>Carers morning book place on 12<sup>TH</sup> February 2019</b>          Very successful – had two patients who were referred. It was felt that perhaps 3 monthly meeting would be a good start.</p> <p>Discussion took place on how to encourage carers to attend these sessions. The majority of carers just take it in their stride to care for their loved ones and do not regard themselves as their carers.</p> <p>There is a literature now available that the surgery has displayed in the waiting area which would encourage some carers to attend.</p> <p>Putting a note on the right side of the prescriptions is another option</p>	<p>Amerjeet to book next carers morning probably in May 2019</p> <p>Ring cares are let them know</p> <p>Put note on right side of prescriptions</p>
5.	<p>Targeting patients <b>with email addresses</b> when advertising carer morning was one suggestion.</p> <p>Having a notice that is displayed at reception asking patients for their email address is an option that can be used to.</p> <p>Mjog can be used to send text messages as well – this option needs a dedicated member of staff to organise campaigns like this and at present only the PM is able to undertake this task.</p>	AM to consider
6.	<p><b>Moving onto the NHIS phone system.</b></p> <p>The NHIS department had requested we move onto their system so that various technical issues may be addressed.</p> <p>A lengthy discuss took place. It was felt that access to the surgery via telephone was excellent. Having these new phone systems of call queuing and announcement is annoying but inevitable.</p> <p>It was felt that we would keep the announcements to a minimum.</p> <p>There would be phrases like “you may be asked for the reason for your call so that we can book an appointment in the appropriate clinic”.</p>	

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7	<p><b>Sign posting</b>          The above led to a lengthy discussion on sign posting that the NHS have introduced. A number of services are available where patients can self refer. There is a notice up at reception regarding this.</p> <p>Reception staff have to ask the patient the reason for their call in order for them to signpost them to services available.</p>	Pm to check
8	<p><b>Primary Care Network</b>          Instead of CCG we now have Primary Care Network, which will be made up of 4 to 5 GP surgeries and we work collectively to deliver services to our patients. Full discussion will be taking place in the next few weeks</p>	
9	<p><b>Scanning Services</b> – global diagnostics use our facility to under scanning – which the patients have found easy to attend – but as the demand is not very high Global Diagnostics seem to be concentrating their appointments at other bigger health centres</p>	
10	<p><b>CQC</b> visit was discussed – it was disappointing that we receive a needs improvement rating – the surgery will work closely with other support organisations and following the guidance laid down.</p>	
11	<p><b>Prescriptions being requested by Pharmacy - EPS</b>          Patients can sign up with a Pharmacy of their choice and they can request prescriptions on behalf of patients. This service has had a good uptake by patients. The meeting were very pleased with the services we are able to offer as a surgery.</p>	
12	<p><b>Surgery website</b>          A notice has been put together advertising the surgery website and online access. This would be displayed in the reception area.</p>	AM
13	<p><b>Increase PPG numbers</b>          Discussion took place on increasing the PPG membership. The option of changing PPG timings of the meeting to encourage attendance was one option. Scheduling a meeting in the afternoon say 2.30 pm or sometime in the evening may open the meeting to be attended by more members.</p> <p>MT will put together a “punchy” advert promoting the PPG for display at reception.</p> <p>There is information out there on having virtual membership whereby members communicate via email. A lengthy discussion took place. Members would keep this in mind and revisit this at a later date.</p>	AM to keep in mind for further meetings  MT
14	<p><b>Date and time of next meeting</b>          11<sup>th</sup> June 2019 at 11.30 am</p>	