**MINUTES OF THE BUSH DOCTORS’ PATIENT PARTICIPATION GROUP MEETING:**

**18th SEPTEMBER 2019 at 5pm- 6pm**

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|  | Attendees: Patients: RS, IB, ULStaff: GP Partner, Dr Beera Patel (BP) Deputy Operations Manager, Eva Krenova (EK) Guest from HELPFORCE Volunteering: Giles Piercy |
|  1 | **Review of previous PPG minutes** |
|  | All |
| 2 | **Issues discussed** |
|  | **2.1. Social prescribing and *Helpforce Volunteers***:Giles Piercy attended to talk about ***Helpforce.*** Helpforce companions is an organisation which recruits volunteers to work for NHS (mostly for hospitals). The aim is to create a unified and integrated approach to NHS volunteering. Helpforce is currently working with 3 practices in Hammersmith & Fulham; the aim is to support GP practices (and there are various roles for volunteers).What sort of volunteer roles are available to support a practice?Volunteers could: 1. Help with the phones.
2. Deliver medication for patients.
3. Provide patients with dementia support.
4. Help with IT support for patients re: booking appointments, requesting medication etc.
5. Accompanying patients to the hospital etc.
6. Providing a careers network.

**POhWER** can also assist patients with matters such as NHS complaints. **POhWER** is a charity that provides information, advocacy and advice services across England, offering direct and local support via both professionals and volunteers**ACTION: It was agreed the Practice would include the information on Helpforce and POhWER in its newsletter.** **2.2. Practice telephone message:** a patient felt that our telephone message is too long. **ACTION: Practice to consider.****2.3. Change of Practice Appointment System:**The group discussed the new appointment system which was coming into effect on Thursday 19 September. This had been advertised extensively in the surgery, on the website and patients had been sent a text on 13 September to remind them. BP explained the new system:* Practice no longer offering an 8am walk-in service.
* Routine (non-urgent) appointments (bookable online or by phone) will be available to book up to 4 weeks in advance and new appointments released every 48 hours. No routine appointments to book on the day.
* Urgent care (same day) appointments can only be made by phone.
* Urgent care appointments subject to a new care navigation triage system or call back by the Duty Doctor.

**ACTIONS:*** Online services - amend online system to allow booking of double appointments.
* Make clear online appointments are only to be used for routine issues.
* Practice to send a further text to about new appointment system (sent 22 September).

**2.4 Care Navigation (part of new appointments system):*** Receptionists will follow a new care navigation protocol and will appropriately allocate appointments.
* Urgent appointments: to be booked (phone only) in emergency slots on the same day if available, otherwise patient to be put on Duty Doctor list to triage.
* Urgent Medication Requests: only certain medication can be issued on the same day in case of running out etc. A list of those medications has been created by the clinicians. N.B. Routine prescriptions take up to 72 hours to process.

**ACTION: same day issue medication list to be published on the website and in the newsletter.** |
| 3 | **AOB** |
|  | None. |
| 4. | **NEXT PPG MEETING: 29th January 2020 at 5pm**  |
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