

CEDAR BROOK PRACTICE

PPG MEETING

MINUTES 26th April 2018

1. Approval of minutes

Minutes of meeting held on the 23rd November 2017 were approved, no amendments:

Matters Arising

- DNA's wasted time is now put on poster but has made no difference to reduce the DNS's.
- Use of extended hours – The title on side menu on website has been changed to read "Out of hour's appointments at another location".
- New salaried GP, Doctor Yasmeen Bains employed for 8 sessions a week.
- Telephones – To be done when new Practice Manager in post
- Lines for down both sides of staircase have been purchased for those patients who are partially sighted, need to be laid onto stairs.

2. Dates for Future meetings

Dates for future meetings to be confirmed. Meeting to take place every quarter on a Thursday from 6.30pm to 8.00pm.

3. Profiles from Members

Members of the PPG to let Sue have a one line personal profile to go onto website, including picture if desired. It was agreed 50 words maximum. Thank you for those who have already done.

GH has kindly agreed to help with this.

4. Patient Surveys

Going on from the patient survey, telephone system was again discussed. It is on the to do list for the new Practice Manager. The PPG would like a Partner to attend the next meeting SW to arrange. The PPG would like to discuss the Practice action plan.

5. Practice Update

- a) Practice Manager – SW read a letter out to meeting from Julie Wheatley. Julie retired from the Practice on the 13th April 2018; she thanked everyone for their time and support to the Practice.
- b) GP vacancy – Dr Yasmeen Bains has been employed by the Practice for 8 sessions a week.
- c) Extended hours will be offering more appointments in the future. At present only able to book 3 appointments Monday to Friday and 3 appointments at the weekends.
- d) DNA poster has done nothing to decrease people not attending appointments. Some discussion took place about this issue. The general feeling by members at meeting was that a fee should be

charged but everyone knows we are not allowed to. Suggestions should offenders be removed?
Keep a top 10 list.

Concern about not being able to get through on telephone to cancel an appointment adds to people that do not attend. Could patient's text the Practice or cancel online? SW to look into when telephone upgrade is done.

- e) Repeat prescribing – repeat prescriptions are now done at the Practice not at the Pharmacies..
The new system requesting medication from us has added to workload not helped by some negative comments from Pharmacies.
Any problems with Pharmacies GH would like to know. Dosset boxes are still being done at the Pharmacies.
- f) Average GP consultations – SW read out an article from the Daily Mail. GPs are carrying out up to 70 consultations a day – nearly three times the safe level, a major study has found. They are undertaking an average of 41.6 patient contacts a day – face to face consultations as well as those over the telephone or on the internet.
The practice is offering twice the recommended consultations.
EU officials recommend that GPs should carry out no more than 25 a day.
GPs expect to be busy, and we are making more consultations than ever before, but the work load is relentless and it's taking its toll.
At the same time there is a recruitment crisis, with rising numbers of doctors retiring or quitting – and not being replaced by young trainees.
Professor Helen Stokes-Lampard, Chairman of the Royal College of GPs, said “This survey backs up what the College has been saying for years – that many GPs are regularly working way beyond what could be considered safe for patients and potentially jeopardising our own wellbeing.
The PPG members who were in attendance of meeting said that the team at Cedar Brook are brilliant.
- g) Accessibility standards – we have posters up and questionnaire for new patient to complete.

6. **AOB**

- a) Sue showed the meeting a Registration Policy that one of the reception team brought in. The Partners wanted the opinion of the PPG whether they thought this was a good idea. The form would have to be amended to suit the Practice. Feedback to be sent via email to Sue by the 10th May.
- b) Loop system to be looked into – SW
- c) Can notice be put on touch screen for those who have a problem with touching things? SW to look into.

DATE FOR NEXT MEETING – THURSDAY 19th JULY 2018