

**CEDAR BROOK PRACTICE**

**PPG MEETING**

**MINUTES 26<sup>th</sup> January 2017**

**1. Approval of minutes**

Approved – copy of Oct Minutes to be sent to SR and KO.

**SW to send**

Actions:-

A) Julie confirmed that she had spoken to the partners about targeting patients to become members of the PPG and that information was on the website and in latest newsletter.

**JW – to put further information in next newsletter with details of chair/e-mail address and meeting dates.**

**SW – to update information on the website.**

B) E-mail address has been set up.

**JW to send the address to GH**

C) IT – Group confirmed that everything is now being sent out in the correct format and can be read.

D) Website – changes have been made in response to feedback including the on line patient access form. Any other ideas/suggestions welcome.

E) Welcome pack – This has not been looked at yet. In the meantime, It was suggested that the “stay well” link is added to the website. Also that a list is produced of medications that patients should keep at home as a minimum to deal with minor ailments/illnesses.

**SW To investigate and action and discuss medication list (first aid) with the Partners.**

F) Phone system – Julie has not been able to progress this further due to staff shortages/sickness – remains top priority.

G) Pharmacist - **JW – to put further information in next newsletter and put poster up in reception**

H) Text messages – to let Julie have any examples of problems with these.

**2. GP Survey**

Graham produced draft survey sheet for approval. Suggested changes:

Second box to say – How could we make our service better for you

PPG e-mail address to go on the bottom of the form

Addition on the top of the form – If you would like some help in completing this form please ask reception.

Removal of the word “By” from top of the form

**GH – will e-mail out revised draft for approval.** He has kindly agreed to print 200 colour copies for the practice. Practice can provide boxes for the responses and SW will pull together all the data.

**SW – when survey sheet approved see if it can be uploaded to website and check it works.**

Survey likely to take place in March and would be helpful if anyone could volunteer to come and spend a couple of hours encouraging patients to complete the forms or support them to do so.

**JW – Details to go into next newsletter and to be promoted by reception whilst in place.**

### **3. PPG Promotions**

Poster to be put up in reception – could we use text messages in any way to help promote it?

**SW to action**

**SR – agreed to talk to the local school (Hayes Park) to see if they would like to design a poster for the future that is more eye catching and/or one for the patient survey. Winner could be judged by PPG?**

### **4. CCG Full delegation**

GH explained that the CCG is holding a vote on 22<sup>nd</sup> Feb amongst GP practices in Hillingdon Clinical Commissioning Group (CCG) to take control of budgets and contracts from NHS England. Julie explained that the partners had already discussed this at a meeting and they were going to vote in favour of this as feel it is better to have control of funding/services etc locally.

### **5. Appointment waiting times**

Currently a 3 ½ week wait for a routine appointment. Sadly one of the Dr's has had a family bereavement which has impacted slightly on availability whilst he has been off.

Julie has put up a notice in main reception advising new patients of the current wait time for a routine appointment. Main reason for this is because patients are currently re-registering at practices with the aim of being seen sooner.

Clover Network is now offering appointments for practices to book as an alternative to help deal with the current pressures. Patients will be seen at the Hesa Centre (Hayes) on a Saturday/Sunday. There are also a couple of appointments available in the evenings. Each practice has been allocated a number of appointments they can book per week. Weekly allocation for Cedar brook is currently 27 but is expected to reduce when the pilot project is reviewed at the end of January. Unfortunately, it is proving difficult to find Dr's who are able to work these extra sessions.

### **6. Rotation of Chair position**

GH produced draft terms of reference for the Group for everyone to read and discuss further at the next meeting. Agreed to limit the number of members of the PPG – number suggested 15.

**SW To e-mail a copy out to everyone.**

**To be item 1 on next agenda**

### **7. AOB**

- Nicola advised that sometimes when patients have carers they are not always giving them their medication. This means when the Dr is reviewing progress on treatment e.g. antibiotics for an

infection – it might not be that the antibiotics are not working but that the patient hasn't taken them properly.

- John kindly offered a spare flat screen TV to the surgery.
  - **SW To contact John for the make/model number and size and check if it could be used as a computer monitor.**
- The prescription ordering screen requires a “link” button to take patients back to the website from the medication screen

**SW to discuss with web developer to see if this is possible**

- John suggested that the practice should produce a flyer for the patients similar to one he saw in another practice containing information such as “ Did you know requests for appointments have doubled in the past 2 years/number of hours of lost appointment time with nurses and doctors due to DNA's etc. He will try and get a copy for us to look at.  
**JS to obtain copy of flyer**
- Group would like DNA numbers put up in the practice again  
**JW to action**
- Can we have an editable screensaver on our check in screen?  
**SW to check with IT**

**DATE FOR NEXT MEETING – THURSDAY 27<sup>th</sup> APRIL**