

CEDAR BROOK PRACTICE

PPG MEETING

MINUTES 27th July 2017

1. Approval of minutes

Minutes of meeting held on the 4th May were approved, with the following amendments:

- A) MC did send apologies for the last meeting.
- B) SR has spoken to the school about designing a poster they have just not responded yet. Agreed not to progress this for now.

2. PPG Promotion

Information is up in the practice, on the website and in the newsletter. It is also included in the new patient questionnaire.

One patient has asked to join this week.

Members of the CCG to let Julie or Sue have a one line personal profile to go up on the website, including picture if desired. **All** – if happy to do it

3. Choosing Wisely Programme

This is a National Project to help save money that is being spent on prescriptions within the NHS. The local CCG are currently obtaining patient views on a list of items that may no longer be available on prescription e.g. gluten free food, paracetamol etc.

It is not designed to affect the vulnerable or those on benefits.

Patients may in future be asked to request prescriptions themselves rather than the chemist in order to reduce the number of items being prescribed. This would not apply to dosset boxes.

4. Patient online

National target is to have 15% of patients booking appointments and ordering prescriptions online. The surgery already has in excess of this figure.

5. DNA's

Julie to include the amount of clinician's time that has been wasted on the DNA poster. Julie explained that the clinicians do try and call patients who have not attended their appointment to see if they can deal with the matter over the phone instead. This saves another appointment being booked in the future. The group felt that some of the DNA's may be the result of not being able to get through on the phone to cancel the appointment.

6. GP Patient Survey

GH produced the latest figures from the GP Patient survey undertaken by Ipsos MORI. The practice is compared to all 46 practices in Hillingdon and the National Average:

- a) Describe experience of your GP Surgery – Top 10 and on National average.
- b) How easy to get through on the phone – 3rd from bottom and below National average.
- c) How helpful are receptionists – 17th from bottom and below National average
- d) Ability to get an appointment – 12th from bottom and below National average
- e) How convenient was your appointment – 9th from bottom and below National average
- f) Experience of making an appointment – 20th from bottom and below National average
- g) Wait to see the GP at the surgery – 14th from bottom and below National average
- h) Confidence and trust in the gp you see – Top 3 and just above National average
- i) Confidence and trust in nurse – Top 9 and on National average
- j) Satisfaction with opening hours – Top 8 and on National average

Group have all found the reception team to be helpful and that this score probably reflects patients frustration of not being able to get through on the phone and lack of routine appointments.

Julie to check the waiting times for the doctors to see if there are any issues.

The in house practice survey to be discussed at the next meeting

7. Practice Update

Practice has taken on another pharmacist to help on a Thursday and Friday.

Vacant 2 day salaried GP position still remains unfilled.

SW is currently off as she has just had a hip replacement.

PMS review – confidential discussion took place concerning potential issues for the practice. Group very happy to provide any help/support needed

AOB

Julie to:

- 1) Send MC the patient access forms so that he can test out the Patient access site and report back at the next meeting.
- 2) Find out for GH why practice has switched prescribing of pregabalin to another drug.
- 3) Find out for SA if prescription details are only maintained for a certain period of time on line before being removed.

All – to let SW/GH have any agenda items for next time.

DATE FOR NEXT MEETING – THURSDAY 26th October 2017