

CEDAR BROOK PRACTICE

PPG MEETING

MINUTES 27th September 2018

Present: Graham Hawkes, John Major, Susan Rocke, Malcolm Coleman, Lynne Davis, Sharon Shelley and Sue Warner

Apologies: Beulah East, Simon Arnold, Nicola Brightman, Pamela Gates and Hira Singh

1. Welcome and Introductions

- Sharon Shelley the new Practice Manager was welcomed and introduced to the members.

2. Approval of minutes

Minutes of meeting held on the 26th April 2018 were approved, no amendments.

Matters Arising

- Telephones – Improvement grant applied for but if the Practice does not get the grant the upgrade on the telephones will still be done as it is a priority. PPG to contact the top ten surgeries from NHS Hillingdon CCG from GP Patient survey to see if we can adopt some of their ideas to help us improve in the survey. To be shared at the next meeting.
Telephones to be put on as agenda item for next meeting.
- Line has been put on bottom of main staircase as a trial at the moment to make sure it works before purchasing lines to go down the sides of staircase for those patients who are partially sighted.
- A partner to be invited to the next PPG meeting.
- Sue W has started to collect member's profiles, including picture if desired. It was agreed 50 words maximum. Thank you for those who have already done.
A notice board to be put up in the waiting room with members profile and picture and also to be added to website.
GH has kindly agreed to help with this.
Some discussion also took place as to whether there should be a staff notice board with photos of members of staff and also their details added to website. Staff would have to be asked.

3. Dates for Future meetings

Date for next meeting will be on Thursday 17th January 2019. Meeting to take place every quarter on a Thursday from 6.30pm to 8.00pm.

4. Patient Surveys

- Friends and Family Test – patients are asked to fill out a hard copy by reception. We have very positive comments regarding the service we offer and also our staff get good feedback. A suggestion was made that perhaps the forms could also be put on the GPs and Nurses desks. Sharon and Sue to investigate survey to be done on line.
- National Survey – The practice needs to improve their results. Need to have an improvement plan going forward and members to be updated at every meeting. The main improvement must be the upgrade completed on the telephone system (Question 1, generally, how easy is it to get through to someone at your GP practice on the telephone).
- An improvement plan to be done and discussed at every meeting.

5. Members Feedback

DNA

Discussion took place as to whether patients should be given 3 chances

Should they be written to?

Get them to sign a contract

Meeting with Practice Manager

PPG to do a survey about whether patients should be taken off list

Poster to be put up in waiting rooms (already being done)

Flat screen for waiting room – Something that Sharon will look into once we have transferred our appointment system over to Emis appointment system. Also Jayex boards. Both can be used to advertise and keep patients updated on things happening within the practice e.g. Flu season.

Blind and deaf protocol discussed

Members praised the Practice and staff.

6. Practice Update

- Telephone upgrade priority
- IT software to be investigated
- Transfer from Front desk appointments to Emis appointment system
- Text messaging to be looked into
- PMS contact – have had telephone conference calls with LMC.

7. AOB

CCG constituency vote to take place in October. Practice to vote

New chairperson election at next meeting. GH would like to continue in post.

DATE FOR NEXT MEETING – THURSDAY 17th JANUARY 2018