

CEDAR BROOK PRACTICE

PPG MEETING

MINUTES 4th MAY 2017

1. Approval of minutes

Minutes of meeting held on the 27th January 2017 were approved.

Actions from meeting held on 27th January 2017

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

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

B) JW to send the address to Graham. **Actioned**

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

D) Phone system – Julie has not been able to progress this further as waiting for telephone provider to come back confirming price. - remains top priority.

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

2. Terms of Reference

Graham 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. **Actioned**

Amendment 1 – **How we work**

The Practice Manager and Assistant Practice Manager will initially act as secretary to the group.

Amendment 2 – **Meetings**

Meetings will take place at least 4 times a year or more often if the group agrees.

3. GP Survey Progress

GH – will e-mail out revised draft for approval. **Actioned**

GH has provided 200 colour copies for the practice. Practice can provide boxes for the responses and SW will pull together all the data. **Actioned**

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

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

GH – Apologies as not had time to come into the Practice due to workload and spend time in the waiting room talking to patients and getting survey forms filled in. Will try to come in over the next month.

Thank you to **GH** for getting the survey photo copying done in colour.
Survey is now in waiting rooms for patients to fill out.

4. PPG Promotions

Poster to be put up in reception – **Actioned**

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? Still to be actioned

- **GH** – has suggested that the achievements/outcomes of the PPG be put onto a link on the website.
- A short profile of each member is put onto the website. **ALL**
- PPG to have own newsletter.
- Need to encourage more members.

5. PPG Member's views and observations

- Reception staff are very good. Always polite and helpful.
- GPs are good.
- Telephones are a problem.
- Reading material in waiting rooms good.
- Conflicting views on telephone triage.
- Frustration over time wasters.
- Text message service excellent
- Notice boards not up to date. **JM** offered to come in and help do this. **SW to action**
- When GPs call patient to their rooms please can they say what room number they are in. **SW to ask GPs.**

6. Practice Update

SW went over why a letter had been sent out in the newsletter and put on the website from the Partners explaining about the situation within the NHS and how the Practice has been affected by this.

SW asked for volunteers to trial ordering repeat medication on Emis. **GH** and his wife offered to trial this for the Practice.

AOB

- **SW** To contact John for the make/model number and size and check if it could be used as a computer monitor. **Actioned**
- 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. **Actioned**

- 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 – still to be actioned

- Group would like DNA numbers put up in the practice again

JW to action. **Actioned**

- Can we have an editable screensaver on our check in screen?

SW to check with IT. **Actioned, would cause problems for people checking in.**

GH – having trouble reading the Practice newsletter in correct format on his mobile telephone.

SW to check with website provider about correct format

Some copies of previous minutes are printed for the meeting in case members come without. **JW/SW to action**

DATE FOR NEXT MEETING – THURSDAY 27th JULY 2017