**Patient Participation Group at The High Street Practice**

**Minutes of Meeting**

**Thursday 17th January 2019**

**Chair: JB**

In Attendance (JB), (PMC), (DB) (SD) (LT)

 Apologies: (KB) (YC), (BB), (AT), (GP) (LOB),

|  |  |
| --- | --- |
|  | Actions |
|  Introduction and apologies See apologies above  | N/A |
| **Complaints and Comments monitoring** We had 4 negative comments which were discussed amongst the group – 3 of which LT had dealt with at time as there was an discussion at the desk with the person on question on the day in question. The other comment regarding Rebecca’s lateness has been addressed at her appraisal by Dr Dhanani but will be addressed again. Discussed one great comment regarding receptionist Susan, which she is aware of. SD suggested displaying good comments in the waiting area which was agreed by group.

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| --- | --- | --- | --- | --- | --- |
| **FFT Analysis**  | **Touch Screen** | **Website** | **Text**  | **Handwritten** | **Totals**  |
| Extremely Likely | 3 | 1 | 58 | 9 | 71 |
| Likely | 6 | 5 | 11 | 3 | 25 |
| Neither likely or unlikely  | 1 | 1 | 0 | 0 | 2 |
| Unlikely | 2 | 0 | 0 | 1 | 3 |
| Extremely unlikely | 1 | 0 | 5 | 1 | 7 |
| Don't know | 1 | 0 | 0 | 0 | 1 |
|  |  |  |  |  |  |
| Total  | 14 | 7 | 74 | 14 | 109 |

 |  |
| **Practice priorities** **DNA** – October - 102, November - 82, and December -96 – removed 2 patients in 3 monthsDiscussed 2 questions to be added to FFT with group. One suggestion was by JB -Suggestions: All comments are anonymous and are treated in the strictest confidence, however, if you would like feedback on the comments you have submitted, Please leave contact details below: Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Tel no:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Suggestions: Is the waiting for an appointment to see any GP satisfactory? Yes [ ] No [ ] **Refurbishment of building** – still in negotiations with NHS PS and  |  |
| **Service Development**Paediatric Phlebetomy Service starting on 12th FebWeight loss clinics currently in development. Will be held at our practice on Mondays from 6pm. Start when received enough referrals.Educational groups are in development. SD has put a bid into have these to incorporate the other 3 practices in West Drayton. The subjects will include urgent care and A&E attendance as well as help with long term conditions. New phone system will be installed on the 23rd January. Will be an opportunity to signposting patients whilst they are waiting for their call to be answered. Please call and give feedback as options can be changed.  |  |
| **AOB**None  |   |

Next Meeting: Thursday 2nd May at 6pm