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

**Minutes of Meeting**

**Thursday 2nd May 2019**

**Chair: JB**

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

 Apologies: (AT), (GP) (LOB), (SD) (YC)

|  |  |
| --- | --- |
|  | Actions |
|  Introduction and apologies See apologies above  | N/A |
| **Complaints and Comments monitoring** Discussed 4 negative comments received over the past 4 months- The main theme of the comments was about the difficulty of obtaining an appointment, the way someone felt treated, which is difficult to comment on, a specific problem regarding a particular clinician which was addressed previously and will be addressed again and the comment on the ‘shocking facilities’ We changed the format of the FFT in February to include the questions that were suggested by the group at the last meeting in January, see additional question and results below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Did you find Waiting time satisfactory**  | **Yes**  | **No**  |   |   |   |
|   | 15 | 1 |   |   |   |
|   |   |   |   |   |   |
| **FFT Analysis**  | **Touch Screen** | **Website** | **Text**  | **Handwritten** | **Totals**  |
| Extremely Likely | 11 |   | 46 | 12 | 69 |
| Likely | 2 |   | 8 | 0 | 10 |
| Neither likely or unlikely  | 2 |   | 8 | 0 | 10 |
| Unlikely | 0 |   | 2 | 0 | 2 |
| Extremely unlikely | 1 |   | 8 | 0 | 9 |
| Don't know | 0 |   | 1 | 0 | 1 |
|   |   |   |   |   |   |
| Total  | 16 | 0 | 73 | 12 | 101 |

 |  |
| **Practice priorities** **PPG development** Discussed and amended the terms of reference again an all agreed that we need to try and recruit a more diverse group of people. Gave a copy of the National Association of Patient Participation (NAPP). Agreed LT will reproduce a leaflet promoting our group and asking staff again to mention it to patients.**Engaging with Carers**Discussed the role that carers have in the community and how we as a practice have to be more aware of them and how we can signpost them to more and support. There is a group called Hillingdon Carers who we can signpost carers who are in need of some support. We have a lively discussion about the need for this and the potential that people may abuse this. I did explain that when patients call they will be triaged and have to meet certain criteria. **DNA** – January- 90, February-77, March-97 and April 100 – Removed. This is an ongoing battle to reduce the amount of non – attenders **Refurbishment of building**Meeting with NHS Property Services next week to continue discussions regarding the refurbishment. Practice is very positive about the outcome and believe this will start this year. Will keep the group informed.  |  |
| **Service Development**Hillingdon Health and Care Partners (HHCP) -  the borough’s Integrated Care Service - have been working together to develop a new model of care, known as Neighbourhoods. Our Neighbourhood includes, The High Street Practice, Yiewsley Family Practice, Otterfield Practice and The Green. The team will include GPs, community, social and secondary care services working closely together with third and voluntary sector services in a specific location called the Care Connection Team. This will start from July 2019.  |  |
| **AOB**One member discussed a news item that caught her attention recently. It was about ‘one million GP appointments being freed up’. We discussed about the possibility of telephone triage but discussed at length about the safety of this. The group had concerns about telephone triage. LT did stress that clinicians are trained in consulting over the phone and would always invite patients in if not sure. I said I would look into this news headline and discuss at next meeting.  |   |

Next Meeting: Thursday 4th July at 5pm