

## Minutes of a Meeting of the Patient Participation Group held at Dawley Medical Practice on Friday 15<sup>th</sup> June 2018 @ 1.00pm.

Present: SP, PJS, SM, VT, SW, BK, JN, BH, PH, SDH (note-taker)

Apologies: NC, DC, DY.

SW in the chair

### Chairmanship of Meetings

Chairing meeting had been done on a rotational basis. The topic had been discussed at the Core group and it was felt the group needed a nominated chairman who was not part of the core group. Nominations had been invited and JN had volunteered (had been a local councillor).

JN proposed by SM and seconded by VT – passed by majority.

JN invited to be the PPG's rep on the Patient First Group (meeting 1<sup>st</sup> Wednesday of the month at Dawley Town Hall 3-5pm).

### Reception Desk Staffing

PJS – Had been in reception for the PPG awareness event. Most complaints from patients were about the phone system. BK – Had been in reception when there was a long queue and just one receptionist on the desk. A little bit later there was no one in the reception and two ladies on the desk. On another occasion four ladies had been talking in reception but no one appeared to be on the desk. SDH – there had been several new members of staff who were still training. The priority first thing in the morning was the phone (usually 3 were answering). Reception staff had staggered starts and staggered finishes. If there were problems with getting through on the phone lines a search could be done – this would reveal exactly what had happened to a call – for example how long a caller had been waiting.

### Prescriptions

PJS – felt the new arrangements were working better but wondered why 72 hours? SDH – the GPs had felt it was needed because of the volume of prescriptions. All scripts from the POD also needed to be checked and signed by the GPs which amounted to hundreds each day. A notice had been put on the right hand side of the prescriptions as well as in reception. PJS – apparently someone on reception had told a patient that they could no longer have a paper script. SDH – this was not true – patients could have a paper script or their medications sent EPS.

### Letter Received

SM – Had been handed a letter of complaint from an anonymous patient. SDH – would pass on but difficult for practice to respond without knowing who the complaint was from.

### Extended Access

PJS – Practices were being required to offer appointments 8am – 8pm and on weekends and Bank Holidays depending on demand. The scheme was out for public consultation and as many replies as possible were needed. Take-up wasn't very good in T&W – in a recent survey there had been 13 replies from DMP (overall figures were 1700 from Shropshire and 200 from T&W). Questions were being asked why the response rate was so poor – was it lack of advertising? Court Street Practice had submitted 3 replies, 39 from Donnington, Woodside -3. One practice in Shropshire had sent 100. The end result may be neighbourhood schemes which could mean patients travelling to other practices t evenings and weekends.

The practice refurb was going ahead but was very slow. The dental rooms and the now vacated community rooms would be used by the practice. Photos of all members of staff

would be on a noticeboard and would be going on the website. If anyone had suggestions for the website, please let JW know.

SW – could there be a brief resume about the doctors on the website detailing if they had any special interests.

### Shropdoc

PJS – Shropdoc would cease to exist from 3.7.2018. Patients would have to ring 111. The call would be triaged then referred back to Shropdoc! Teething troubles were expected. Bids had been submitted for the replacement for Shropdoc from 1.10.2018. The result would be known by the end of the month.

### Future Fit

PJS – concerned the re-organisation of the hospitals. Various meetings were going on and as many people as possible were needed to complete surveys. It was becoming very political – a meeting last week at Woodside had been cancelled as there people in the room who shouldn't have been there. VT – there had also been problems at the PRH and security had been called in. PJS – wondered if reception or the GPs would hand out Future Fit survey forms.

### Patient Access

PJS - the pages had changed (and not for the better). Patients would need to sign up again.

### NHS Survey

PJS – this was done every year and sent out to patients randomly. 4,500 questionnaires were sent out in T&W – 1,300 were returned. 100 were sent out to Dawley patients – 30 were returned. The problem was that decisions were being made on the basis of these surveys – this was why it was important as many people as possible participated.

### Patient Numbers

SW – had there been an increase in the numbers of patients registering with the practice?  
SDH – would find out.

### Initials

SDH – minutes of meetings would in future be posted on the website so would be generally available on the internet. It had been suggested that members should only be identified by their initials. The meeting agreed.

### Date of Next Meeting

Friday 14<sup>th</sup> September 2018 @ 5.00pm

The meeting closed at 2.10pm.