

**Dove River Practice**  
**Patient Participation (PPG) Meeting Minutes**

**Monday 25<sup>th</sup> June 2012.**

**Venue – Tutbury Village Hall**

**Attendees :**            **John S (JS) - Tut**  
                              **Jackie D (JD) – Sud**  
                              **Margaret C (MC) - Tut**  
                              **John H (JH) - Tut**  
                              **Bryan C (BC) - Tut**  
                              **Dr Lydia Jones**  
                              **Tracey Burt (TB) – Practice Manager**  
                              **Shelley Bull (SB) – Asst Practice Manager**  
                              **Angela – Receptionist**

**Apologies :**            **Norman Pride**  
                              **David Mear**  
                              **Noreen Wyatt**  
                              **Stella Redfern**  
                              **Jill Mould**

1. Apologies received from the patients listed. Dr Jones, our new GP partner joins us today.
  
2. Day in the life of a receptionist – Angela gave a detailed description of all tasks/incidents that can and have occurred in a receptionists morning shift at the Dove River Practice. It was felt by all in attendance that the role is incredibly busy and varied. As Angela stated there is never a dull moment. JD asked Angela what she enjoyed most about the job – patient interaction was the reply! Angela also showed the group how many repeat prescriptions (a substantial pile of prescriptions was shown) from her shift this morning, in between booking patients in and all the other requests that happen as the day goes on! SB will try to pull together a copy of Angelas informal presentations together as it would make interesting reading! A big thank you to Angela for her time.
  
3. Practice news – SB reported that recent data suggests that our DNAs (do not attends) are on the increase. At the moment we are seeing between 20-30 DNA appointments each week across both our sites and both Nurse and Doctor appointments. The practice will be investigating the possibility of SMS texting. A discussion took place on

whether this was the same patients or any other pattern – it is easier to address patients who are doing this regularly, unfortunately there is no pattern. We are becoming more disciplined in sending letters to patients who do not attend on a regular basis. The general rule within the NHS is 3 DNAs within a year and you may be removed from a Practices list. SB to make sure the correct DNA information is displayed on the electronic jeyex board in the waiting room at tutbury. The information is on the door into the consulting rooms in Sudbury.

- 4 Virtual Group – Further to recent discussions regarding how we try and achieve a more range of patients on the group SB has been informed that some practices have a ‘virtual’ group along with a ‘face to face’ group. The virtual group seems to operate primarily via email with the practice and/or patient group. SB to speak to some local practices that have virtual groups to see if this could work for the Dove River Practice and exactly what is involved to administer this. There are several patients that have expressed an interest in becoming part of the group but due to work or other commitments are unable to attend meetings, this could be a way of communicating with this group of patients. **SB to investigate**
- 5 Appointment System – The practice has recently formed a ‘core’ group consisting of Doctor, Reception, I.T and Practice Management representation to look at the appointment system. This has been discussed several times at the PPG meetings and is also in response to feedback via the patient survey.

**Any other Business** – It was felt it would be useful for a Practice Nurse to come along to a PPG meeting and enlighten us all on their role. **SB to arrange a date.**

SB to contact Sarah Laing from the PCT to attend a meeting in the future regarding Clinical Commissioning groups that will be come effective April 2013.

**Date of next meeting – 20<sup>th</sup> August 2012 – venue tba**