

MINUTES

Title of Meeting: Patient Participation Group (PPG)

Date: 3rd September 2012

Time: 6.30pm – 7.30pm

Venue: Health Education Room, Avondale Health Centre

Present:	Practice	Patients
	Dr Cohen	Jill Atkinson
	Marie Bryan	Carol Smith
		William Wood
		Edmund Ainsworth
		Diana Bradley
		Robert Bradley

Minutes by: Marie Bryan

Item	Topic	Action By
1	<p><u>Apologies</u></p> <p>None</p>	
2	<p><u>Minutes from Previous Meeting</u></p> <p>Agreed as accurate</p>	
3	<p><u>Matters Arising</u></p> <p>All action points had been transferred to the Action Plan</p>	
4	<p>Marie advised the group that the Practice would be undertaking its own Patient Survey this year and in the future. At a meeting with other Practice Managers they had devised a list of relevant questions to put to the various PPGs. These could vary slightly from practice to practice but the main would be the same.</p> <p>Discussed the questions, the PPG raise 2 questions that they would like to be included. Results of the survey would be brought to the next meeting</p> <p>Post Meeting Note: Unfortunately due to time scales of printing and issuing the survey these could not be included this time but would be looked on for the next survey if appropriate.</p>	
A	Marie to bring Patient Survey results to next meeting	MB
5	PPG Action Plan	

Please see separate document for updated Action Plan

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Any Other Business

DNA Appointments

A lengthy discussion on people failing to attend appointments and the cost to other patients and the practice. Discussed various means on how to tackle this problem.

Marie advised that the practice currently sends a letter to patients who DNA (did not attend) 3 appointments within a 6 month period.

The text messaging service that the practice had hoped to introduce had not been as useful/staff friendly as initially thought. We are currently looking at other providers, in particular INPS (our clinical system).

Marie would look at ways of making patient more aware of the time wasted in appointments not kept.

Building

Marie advised the meeting that the new build had , yet again, been postponed. The PCT would be looking at this later in the year but we are not hopeful. However, if this does not go ahead then the PCT/GMC would look to refurbish.

Patient Self Log in

Although the LED board has been relocated, unfortunately it has not yet been connected to the computer so date and time are wrong.

Marie has now been advised that the information she was given previously was incorrect and that the self log in machine is out of date and a new screen, plus software and licence to allow operation with the clinical system would cost approximately £1500. Marie has taken this to the PCT for funding, awaiting answer.

A

Marie to continue to monitor the situations

MB

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Next Meeting Date

Wednesday 5th December 2012 , 2 – 3pm Avondale Health Centre, Health Education Room