



**Drs Patel, Taylor-Bernard, Taylor & Moghal**

**Patient Participation Group**



**Minutes of meeting held on 30<sup>th</sup> March 2016 at Shay Lane Medical Centre**

**Patient Representatives:**

Christine Dixon (CD) Chair  
Paul Connellan (PC)  
Leslie Robinson (LR)  
Susan Lawlor (SL)  
Kenneth Griffiths (KG)

**Practice Representatives:**

Dr M Patel – (MP)  
Claire Farrell (CF)

**Apologies**

Rashad Al-Safar (RA)  
Rahul Sharma (RS)  
Jack Diggines (JD)  
Howard Turner (HT)  
Pardeep Sharma (PS)

**Matters arising:**

**Schedule of meetings**

The group agreed that they would meet 3 times a year.

**Introduction**

CD welcomed Kenneth Griffiths to the group. KG also acts as the practice liaison with Trafford Healthwatch.

## **Missed Appointments – DNA Figures**

CF gave an update on number of missed appointments (covering the last 4 months), the figures showed a further increase from the figures presented to the group in November.

An overview of the problem and the actions taken by the practice was given to the group by MP.

CF advised the group that a text message reminder service for patients would be introduced in June. The main aim for the new service was to provide patients with a convenient way to cancel appointments that were no longer required.

The members were concerned by the figures and discussed the impact that the high number of missed appointments would eventually have on the availability of appointments.

LR suggested that a leaflet could be produced by the PPG which highlighted the excellent level of access currently provided to patients and the importance of safeguarding that, going forward, by reducing the number of wasted appointments.

It was agreed that LR & CD would liaise to produce a draft leaflet and send to PPG members for comment.

## **Trafford Care Coordination Centre (TCCC) – Update**

MP advised the group that the information that had been requested from CSC relating to the sharing of patient information and the benefits model had still not been received

PC raised the issue of whether patients registered with the practice would be disadvantaged because the practice had not signed up to be part of TCCC.

MP advised that the situation would be monitored by the practice over the coming months.

## **Friends & Family Test - Update**

CF gave an overview of the results and feedback from the Friends & Family test. The results continue to indicate a very high level of patient satisfaction with the services the practice provides.

## **Trafford Extended Access Scheme**

MP provided an overview of the pilot scheme in place for Trafford patients. There was general agreement from the group that the issue with extended access schemes (for Saturday mornings at this stage) is that continuity of care is a priority and usually considered more important for most patients than convenience of appointments.

It was agreed that this would be discussed again once the pilot stage had been completed and the information relating to uptake rates was available.

It was also agreed that a poster would be displayed in the waiting room explaining how patients can access the service.

## **Community Dermatology Service**

MP advised the group of the on-going issues with the service and the concerns that had been raised by patients.

SL suggested that a letter should be sent from the PPG to the CCG asking for an explanation of the rationale for changes to the service.

It was agreed that SL & CD would liaise to produce a draft letter and send to PPG members for comment.

## **Patient Surveys**

CF advised the group that the practice aimed to target Carers to ask about their experience of the practice and to gain an insight into how the service could be improved for them.

CF also asked the group for suggestions and ideas for topics for future surveys. CD suggested that to support the work that the PPG are undertaking with the practice to maintain access and reduce missed appointments; the PPG could produce a survey to send to the VPPG asking about access and missed appointments.

The group agreed that this would be useful. CD volunteered to produce the survey and CF agreed to distribute by email to the VPPG members.

The draft survey is attached at Appendix 1.

## **Accessible Information Standard**

CF gave an overview of the requirements of the standard and advised that the practice has already implemented a system to identify and record the information and communication needs of patients, both at the first interaction via the registration process and as part of on-going interactions with the practice for existing patients.

## **Extension to Patient Online Services**

CF gave an overview of the extended access for patients to include coded information.

## **CQC Visit – 3rd March 2016**

MP advised that the inspection had been cancelled and a new date would be advised.

Date and time of next meeting to be determined.

## **Appendix 1**

Access Survey

### **Are you?**

Male

Female

### **How old are you?**

Under 16

17-24

25-34

35-44

45-54

55-64

65-74

75-84

Over 84

### **In the past 6 months have you tried to book an appointment with a Health Care Professional at the surgery?**

Yes

No

### **How far in advance did you book the appointment(s)?**

Seen immediately

1-3 days

4-7 days

1-2 weeks

3+ weeks

### **How did you book the appointment(s)?**

By telephone

In person

Online

**If yes, please tick why did not attend**

Illness or condition improved

Illness or condition meant that you were unable to attend

Spoke to a Health Care Professional on the telephone

Forgot about the appointment

Transport or travel problems

Caring responsibilities

Unable to take the time off work

Other reason (please state)

**The practice is introducing a text messaging service in June for patients to remind them of their appointment time and to enable them to cancel appointments. Will you use this service when it is available?**

Yes

No

**If no, can you tell us why (please state)**