

**The Oaks Medical Centre
Patient Participation Group**

Minutes of the Meeting 6.30pm Tuesday 10th May 2016

PPG Members

Sharron Bilbey (SB)
Ellie Duncan (ED)
Ian Kirkdale (IK)
Graham Mansfield (GM)
Tom Turner (TT)
Barbara Worrall (BW)
Michael Worrall (MW)

Practice representatives

Dr Lucy Laurance (LL)
Jo Wolff Communication and Health & Safety Manager (JW)

Apologies

Edward Jolley
John Sellers
Jill Thackray
John Thackray

1	<p>Minutes of last meeting/matters arising</p> <p>Everyone agreed the minutes were accurate.</p>	
2	<p>PRG</p> <p>TT represented the Practice at PRG. Arriva are currently being looked at due to underperforming. Integrated Community services are being looked at in conjunction with various agencies, the aim being to provide better patient care. 111 is changing in October, Derbyshire Health United and NEMS will be running the service for the East Midlands. JW explained these are already our providers so nothing will change for our patients.</p>	
3	<p>We welcomed Ellie Duncan to the group and GM expressed on behalf of everyone how good it is to have someone from a younger, working age background to add to the demographics of the group.</p>	
4	<p>Feedback from Practice</p> <p>Patient Satisfaction Survey</p> <p>JW shared some of the key points from the recent Patient Satisfaction survey:</p> <ul style="list-style-type: none"> • Patient satisfaction is above the CCG average, for both clinicians and reception staff • More patients walk in and book appointments with us than the CCG average • Slightly lower than the CCG average for booking online appointments 	

- There were some negative comments about music – it was noted that there were far more positive comments about the music than negative

The action plan was discussed:

Three key areas raised from the survey were a number of patients were unaware that they could request repeat prescriptions online, book appointments online or what extended hours we offer.

In relation to the booking appointments online and ordering prescriptions the PPG members have suggested various ways to raise awareness of these services such as a sign next to the prescription box advertising the service e.g. Did you know you can do this online?

It was also suggested that to advertise online services and extended hours on the right hand side of prescriptions on rotation i.e. one month advertise the online services and the next the extended hours and so on. JW will inform Andrea Swanson, Practice Business Manager of these suggestions.

It was noted that some this may simply be because of the demographics of the Practice, a lot of older patients may not be online and also prefer that personal contact.

It was raised that when patients have attempted to book appointments online the next one is quite some time away but when you contact the surgery you can get one on an earlier date. JW explained that only so many appointments are open for online booking so that we still had appointments to book when people contact the surgery for appointments but will raise this with Helen Nixon, Admin Manager to see if it is possible to increase availability online.

Did Not Attend Policy

JW explained an audit was recently carried out on missed appointments which showed in March there were:

- 72 DNA's for GP appointments (equating to 12 hours)
- 23 DNA's for Nurses appointments (equating to 9.5 hours)
- 30 DNA's for HCA appointments (equating to 5 hours)
- Total of 160 wasted appointment slots equating to 26.5 hours

JW give a brief outline of the policy relating to DNA's and LL gave background on how the decision is made to remove someone from the Practice list, what is considered and what other options they have i.e. may allow a patient to remain but only allowed to attend emergency appointments so not to waste routine appointments that other patients could use.

	<p>The feedback from the group is the policy is quite strict but fair. The group feel that whether you DNA a single appointment or an hour long appointment it should only count as one DNA. They also like the fact the GPs discuss it before a person is deducted and take into account circumstances. The group suggested advertising the amount of missed appointments on the reception desk, website and social media to raise awareness.</p>	
	<p>AOB</p> <p>JW informed the group that Claire Woodhouse, new Practice nurse has started and settling in well. She is starting to do her own clinics after shadowing Wendy and Caroline for the past couple of weeks. LL added Dr Burns had started in April as a permanent GP working Monday and Wednesday each week.</p> <p>Minutes of the PRG meetings are available for all to view on the CCG website at http://www.nottinghamwestccg.nhs.uk</p>	
	<p>Next meeting date: Tuesday 12th July at 6.30 p.m.</p>	