PPG Minutes – Monday 28th April 2014 at 6.15pm

PRESENT – Jonathan McConnell (Chair), Gemma Sampson, Mike Wreford, Dr Mike Dowling (GP), Melanie Chenoweth (Practice Manager)

1. Minutes of previous meeting
2. Update on trainee – Dr Shivakumaran will be leaving on 30th May and we don’t have another trainee arranged (at the moment) until August 2015.
3. The practice list size is continuing to grow. We are currently advertising and will be interviewing very soon for another GP.
4. Care.data – there are a lot of data protection issues with this. The government have now put it on hold for the moment, but it probably will be back again by the end of the year!
5. Facebook – Patients don’t seem to realise that we have a facebook page, which we like to use for updates and information. Practice to make sure there are notices up, that it is on the website with links etc
6. New surgery telephone number 01288 270580

We have now moved away from the 0844 number, which patients wanted. We have also increased our lines so at busy periods of the day we can extend our lines from 2 to 3 or 4 lines. This, we are hoping, will help when it is really busy first thing in the mornings, especially on a Monday morning. There is a message telling patients that the number has now changed and that they will need to re-dial using the new number. Unfortunately there has been teething problems with this switch over which is causing a lot of stress for patients and staff alike. Melanie is on the phone to the company several times a day trying to deal with each problem as they arise, we are hoping this will settle down after a couple of days.

The new telephone number is on the 0844 message; it is on the website and face book, there are posters up in the surgery and we have been notifying patients with a message on their prescriptions. We have also sent out a text to those patients we have a mobile number for.

Melanie needs to put up a notice apologising for the problems with the phones and that we are working on ironing out the problems with the phone company. **ACTION Melanie**

1. PPG survey

All were very happy with the results and we are addressing the main criticism which was the 0844 number.

1. Online access

There is a new system for repeat prescriptions and online appointments. Other practices have started using, but seem to be having lots of problems with it. These issues are being worked on, but perhaps we could try it out slowly. Jonathan has offered to help with this. **ACTION Melanie and Jonathan**

1. Ben Mitchell (patient services)

Contacted Jonathan and wanted to discuss “Well being campaign”. Jonathan has tried ringing him several times, but still not spoken to him yet so not sure what this is about. **ACTION Melanie will speak to Ben**

1. Text messaging

When patients give us their mobile numbers they need to be made aware that we will contact them with their appointment reminders. The difficulty arises when parents put the mobile number as their contact and for the children and then several years later this is then out of date. Reminders are up for patients to make sure they give us their current mobile numbers and to inform us immediately if they change this number.