

Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on Monday 8th August, 2016 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present: Canon R Knight (Chair) Ms H Corbett (Practice Manager)
Mrs M Jerram Mr S Thomas
Mr E Hammond Mrs J Read
Dr A Raja

In attendance: Mrs D Cox (Note-taker)

1.	Apologies and Welcomes Apologies were received from: Mr I Cox DNA: Mr F McDonald, Mrs D Mawby Dr Rowan Child was welcomed to the meeting at 6.15pm	Action:
2.	Minutes of the last meeting The minutes of the meeting held on 13 th June 2016 had been previously circulated and were accepted as a correct record and signed by the Chair. The minutes would be posted onto the website and the Patient Participation Group Notice Board following the meeting.	Action: <ul style="list-style-type: none"> • DC to post on the website • DC to copy and put onto Patient Participation Group Notice Board
3.	Matters Arising: <ul style="list-style-type: none"> • <u>Patient Survey</u> HC had provided questions to MJ but no other received Agreed start date of Monday 12th September All agreed not to add any more as best to be kept brief Burton Latimer and Finedon to be included Aiming for 200 replies to make survey worthwhile All members to contact MJ who will draw up a rota for handing out in the waiting room 	Action: <ul style="list-style-type: none"> • DJC to email all members reminding to contact MJ with dates available
4.	<u>Lloyds Issues</u> MJ advised that Burton Latimer Town Council had also received a complaint about the pharmacy mix up of a patient's tablets RK said it appears that staff attitude is now the main problem (not attentive, not interested) HC stated that she has regular monthly meetings with the Manager, Sylvana. She asked all members to feed specific examples to her as they happen so that she can bring them to these meetings. The Area Manager is to attend the October PPG meeting RJC asked if they are subject to customer surveys? HC advised that she did know. They have mystery shoppers but was not sure about the surveys. They have improved the behind scenes operation with a tidier, less paper filled environment. RK and ST asked if we need to give Mr Patel, Area Manager, a brief of expectations for the October PPG. All agreed to let HC speak with the Shop manager at their next meeting and take it	Action:

	<p>from there.</p> <p>RK asked if pre ordered prescriptions were ready to be collected.</p> <p>ST replied that yes, more so now.</p>	
5.	<p>GP and DNA Letters</p> <p>HC reported that these were taken to the GP meeting but with current numbers who DNA they are not viable to do. She gave figures for this year to date (see appendix A)</p> <p>RJC reported that even patients who book on the day DNA.</p> <p>It was agreed among all present that phone calls should be made to the 'on the day DNA' patients and that HC would devise a letter for the persistent offenders</p>	<p>Action:</p> <p>HC to devise 'persistent offenders' letter</p>
6.	<p>On-line Appointments</p> <p>HC advised that if appointments were available for too far in advance then our DNA list would grow</p> <p>DJC suggested that the PPG are given the chance to view the Systemone diary of appointment to see how it works</p> <p>AR How has the new system worked for patients now that we have a duty team of Nurse Practitioners and Duty GP?</p> <p>EH said that he found more appointments available to book</p> <p>ST and RK said that they found the phone message very long</p> <p>HC said she was aware and has be looking at updating the whole system</p> <p>ST reported that he has had trouble getting on line and he will try again and if needed will contact DJC</p>	<p>Action:</p> <p>Members to contact DJC if problems with on line booking</p>
7.	<p>New member</p> <p>RK reported that Jane Finch will be joining us for the October meeting. He will give DJC her email address after the meeting</p>	<p>Action:</p> <p>DJC to send copy of August minutes to her</p>
8.	<p>Rudeness</p> <p>AR gave details and wanted to know the thoughts of the group about the rudeness of patient to staff both on the phone and over the counter.</p> <p>All said that it was unacceptable for staff to be treated in this way.</p> <p>MJ said that in her previous experience if staff were subject to abuse then the offender would be asked to leave the building or the police would be called</p> <p>ST asked if there is a policy and the most recent staff training had been all about how to deal with 'prickly' patients</p> <p>HC assured all that there is</p> <p>HC asked DJC to produce posters for waiting room and corridor</p> <p>RJC asked if there could be a letter which could be sent out.</p> <p>RK said he was more than happy for this to come from the PPG, all agreed as long as it is in line with the policy</p> <p>AR said that generally the patients were calm once they reached the GP consulting room.</p> <p>HC said that she would devise a letter in conjunction with RK</p> <p>MJ asked if there was a good support network for staff who experienced this</p> <p>AR said that we are a small staff and all support one another</p>	<p>Action:</p> <p>HC to check in place</p> <p>DJC to send to PPG</p> <p>HC and RK to liaise re letter</p> <p>DJC to do posters</p>

