

Burton Latimer Medical Centre

Patient Participation Group

Additional Meeting

Minutes of the Patient Participation Group meeting held on Wednesday 19th April 2017 at 3pm 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 Drury

In attendance: Mrs D Cox (Note-taker)

1.	Apologies and Welcomes Apologies were received from: Mrs J Read, Mrs D Mawby, Mrs J Finch Mrs B Horton and Dr A Raja	Action:
2.	Purpose of the meeting RK explained that this meeting was called, following the action plan from the Patients Survey, to review the plan and to address the actions which had been identified. The Action plan is Appendix A to these minutes. This has been amended to include, where appropriate the identified start and end dates The minutes from this meeting, and those from the last full meeting, will be reviewed at the next full meeting on 15 th May 2017.	Action: <ul style="list-style-type: none"> •
3.	2 Telephones System HC explained the changes that have been agreed to the release of GP appointments. These are: <ul style="list-style-type: none"> • On the day appointments all released at 8am • 3 day appointments some released at midnight for on-line booking, all others released at 8am • 3 week appointments all released at 8am Comment – is there any chance of appointments being released for more than 3 weeks? HC replied that this is not an option as there is evidence that this can lead to more DNAs and we are trying to reduce these. There was some discussion about publishing the changes on Facebook. It was decided not to pursue this at the present time. HC will report back on the new telephone system at the next full meeting. HC stated that we do not run a triage team but have a duty team consisting of an on-call GP and Nurse Practitioners.	Action: <ul style="list-style-type: none"> • DC to add details of new appointment booking system to the next newsletter, the Practice Booklet and to the website • DC to add details of the Duty Team to the next newsletter • HC to report back to PPG at next meeting re telephone system reporting feature
4.	3 Appointments See the actions from the Telephone system. HC reported that she has signed up for a trial of new system that will enable patients to text in to cancel their appointments rather	Action: <ul style="list-style-type: none"> • HC to report back to the PPG regarding the cancelation system

	than have to call. Hopefully this will reduce the DNA count as well	
5.	4 On-line booking HC has investigated this and it is not possible with our current Systmone system Information about the online booking system to be added to the newsletter in the future.	Action: <ul style="list-style-type: none"> • DC to give information about the online booking system in the newsletter in the future
6.	5 Abuse HC reported that abuse training is part of the ongoing training programme for staff. The call recording on the telephone system should help with this element. New posters as agreed at the last meeting will go up next week.	Action: <ul style="list-style-type: none"> • DC to get new posters put up and look at changing the positioning of existing posters
7.	6 Receptionists Comment: would it be possible for the reception supervisor or other staff to be invited to attend a PPG meeting for members to be able to get a feel for the problems. HC to look at this and, if and when appropriate, will invite staff to attend	Action: <ul style="list-style-type: none"> • HC to look at inviting staff to future PPG meetings
8.	7 Nurse Practitioners HC explained that the Term Nurse Practitioner (NP) was recognised in all other practices and that there is no plan to change the title RK asked if DC could add an article about the role of the NP to a future newsletter.	Action: <ul style="list-style-type: none"> • DC to use article from the Practice Booklet to describe the role of the NP and publish this on the newsletter
9.	8 General Suggestion Box – PPG to organise a box for the PPG meeting 15 th May. GPs have asked that HC receives the responses Thank you for feedback – MJ to write piece for the next newsletter thanking patient's for their participation. Social media – this is not something that the GPs want the practice to take part in at the present time PPG to help – as at the previous meeting the PPG members are invited to come to the surgery to help with the electronic booking system. Date for next survey to be on the July agenda. The feeling of the meeting was that it would be better to complete the actions from this survey before taking the views of the patients again.	Action: <ul style="list-style-type: none"> • PPG members to organise the suggestion box by meeting 15.5.17 • MJ to write article for next newsletter • PPG members to advise DC when they will be able to help with electronic booking system • DC to organise named badges for PPG members
10.	Date and Time of Next Meeting The next meeting will be on Monday 15 th May at 6pm in the Conference Room, Burton Latimer Medical Centre	Action:

There being no further business the meeting closed at 4.20pm

Signed _____ (Chair) Date _____