

Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on 13th June 2016 held 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 D Mawby
Mr F McDonald

In attendance: Bridget Lacey (Note-taker)
Mr D Patel (area manager for Lloyds pharmacy)
Silvana (manager for Lloyds pharmacy)

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| 1. | Apologies and Welcomes Apologies were received from Dr A Raja, J Read, Mr I Cox and Mrs D Cox. | |
| 2. | Lloyds pharmacy Mr D Patel introduction. Ongoing staffing issues at pharmacy discussed. Prx issues discussed. No longer have contract that was affecting their core work. FM Stated staffing problems still an issue and members agreed. D Patel value feedback and agree to resolve | Action: <ul style="list-style-type: none"> • D Patel to meet with HC. • D Patel to attend PPG meeting in Autumn 2016 |
| 3. | Minutes of the last meeting The minutes of the meeting held on 4 th April 2016 had been previously circulated and were accepted as a correct record and signed by the Chair. Minutes were agreed and proposed by Mr FM and seconded by Mrs D Mawby 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 website • DC to copy and put onto Patient Participation Group Notice Board. |
| 4. | Matters Arising None listed. | |
| 5. | On-line prescription request. RK advised unable to access on line prx on a Sunday as advised by Finedon chemist. ST stated received on line request paperwork but not approval to require him to proceed with on-line request. MJ advises she received on-line request and approval 4 days later. EH advised he tested on-line access and was accepted and approved. RK advised was not able to tick box for item required. ST questioning on- line access effectiveness as a lot of effort gone into it. | Action: HC research RK issue with Sunday on-line access to prescription. HC advised for ST to contact reception to solve. PPG to consider adding to patient survey. HC to report on number of patients with on-line access to prescriptions. |
| 6. | DNA letters HC advises DNA'S for April 161 patients; May 145 patients. Resulting in time lost in hours for April 34.7 & May 30.5 hours HC concerned with amount of time needed to access each DNA and generate a letter. MJ query as to how much time is needed to manage in practice and admin time and cost. HC looking at GP to manage and judge individually. Template letters now complete. | Action: HC to progress DNA letters with GP's |

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| 7. | Automated check in. HC advises check in is underused. All members present agree needs to be promoted to reduce queues at reception. ST states mostly on –line booking patients would find it most useful also young people. MJ stated she would try check in system. | Action: HC to promote automated system. MJ to try check in system. |
| 8. | Patient survey MJ proposes to hand out surveys to patients to fill in while waiting to see GP. MJ would like cost of paper and ink to complete questionnaire. Additional questions on survey to include <ol style="list-style-type: none"> 1. Online Prescription ordering 2. Booking in system 3. Confident booking on-line, If not why not. 4. Getting appointments through by phone or at front desk. 5. How easy it is to speak to a GP 6. If not getting an appointment with GP or NP where are they going? | Action: HC looking at putting together wider patient questionnaire. MJ to prepare surveys and to compare to previous survey. All PPG members to email suggested questions to MJ. MJ to put survey together. |
| 9. | Booking appointments. FM Ongoing concerns around time taken to get through to Burton Latimer on telephone. Asked whether patients should be able to book an appointment beyond 3 weeks. IC doesn't address legality of seeing DR with ongoing problem. MJ mentioned Facebook as to its content of appointment booking. DM if need to see same GP the need to book in advance. stated working for DR'S not PT'S. HC no system is going to suit every patient but we will always seek to make improvements where possible. RK stated the NP is a great system with good care. NP will also contact a GP if needed during consultation. | Action: HC to highlight concerns to GP's |
| 10. | New PPG member RK advised a potential new PPG member but highlighted possible conflict of interest. ST if conflict of interest then new member to leave the room for period of conversation. | Action: RK to Check with Governance manager if ok to join group. |
| 11. | Any other notified in advance business: None | |
| 12. | Date and Time of Next Meeting The next meeting will be on 8 th August 2016 at 6pm in the Conference Room, Burton Latimer Medical Centre | Action: |

There being no further business the meeting closed at 7.25

Signed _____ (Chair) Date _____