

Patient Participation Group Meeting

Tuesday 24 March 2015

Attendance: BH, JF, MF, BC, LL, JA, JW CD, GJ, AN,

Also in attendance Lisa from Carers UK

1. Previous meeting minutes were agreed.

2. Annual Report 2014 - 2015

The annual report was reviewed by the PPG. JW signed off the report on behalf of the PPG

3. Appointment system

The PM informed the meeting that the Practice has reviewed its current appointment system and will be upgrading the appointment system with effect from 05 May 2015. The new system will allow for patients to be able to book an appointment with a GP without the need for a call back from the GP. There will be pre-bookable appointments for patients who do not need to be seen on the day or as an urgent. When all appointments for the GP's are taken and the matter is urgent, the patient will be put down for a telephone appointment with the GP who will then deal with the patient on the phone or bring them down to the surgery in a sit and wait appointment.

The issue of booking on line was raised – the new system will allow for a proportion of appointments to be booked on line.

The issue of Did Not Attend (DNA)'s occurring. This was the case prior to changing the appointment system, however there is very little that can be done to stop this happening; the patient cannot be refused an appointment if they DNA.

Answering the phones was discussed. It was explained that as a patient can now pre-book and book an appointment on the day that it would take the reception staff a bit longer to deal with each call. The mitigation against this is to place extra staff in reception for the first hour to give more capacity. The PM will open up negotiations with BT for a new system – if this system can be procured cost neutral.

It was suggested that a new message be put on the telephone system asking patients to ring after 1000hrs for non urgent appointments

4. Practice Structure

The PM informed the group that Ann would be retiring as at 31 July 2015, and that plans were underway to replace Ann internally. The practice structure was discussed explaining that some present staff would be changing their job roles and also job sharing in order to accommodate the changes.

5. The Federation

The PM informed the PPG of the Federation; a group of 32 Practices working for the good of the population of South Worcestershire (SW). The PM gave an overview of the PM Challenge fund, which the Federation have produced a bid to provide better access across SW and the better use of IT to aid patient choice and to access better information on where to access healthcare. The bid results are in late February, with a view to starting this service in April. The service will need some IT upgrades to allow patient data sharing. The information governance is being developed in conjunction with the CCG.

6. Medical Students

The PM gave the PPG an overview of why we have medical students and the benefits this brings to the greater health economy. The PPG agreed that it is a good idea and should continue,

7. Patient Information Screens

The PM informed the PPG that the patient information screens in reception are available to promote activities in the community and that any request to display information will be reviewed by the PM and agreed if there is no conflict of interest issues. Members of the PPG said they would be accessing this communication outlet. One member of the group asked if she could use the screen – this was agreed.

8. AOB

LL from Worcestershire Association of Carers would like to bring a case study to The meeting.

Date of next meeting Wed 13 May at 1800hrs

Agenda

Federation update
Internal survey update
Update on new appointment system