

## Patient Participation Group Meeting

Tuesday 29 July 2014

Attendance: JF, SS, BC,JA

Apologies JW,RC,SR,JS,SI,

1. Previous meeting minutes were agreed.

### 2. Review Patient Group Actions;

- **Audit of Nurses Morning Surgery:** Conducted audit over a three month period. Reviewed one month in detail – average time of call in from appointment was 5 minutes and 30 seconds for one nurse and 7 minutes 20 seconds for the second nurse. This was agreed as being acceptable, with a view to maintaining a watch on this to ensure the time to call in from appointment time does not slip.
- **Advertise EPS:** The practice is advertising EPS on its web site, on the screens in reception and with handouts at the desk and with outgoing prescriptions. We are still on line for a 01 October go live date.
- **Improve Telephone System:** Briefed the Group on:
  - 4 companies have provided quotes for new system
  - All new systems to have call queuing and reporting.
  - All new systems to have ability to integrate with EMIS to allow reception to deal with calls in a more efficient manner
  - All new systems to have call manager to monitor in and outbound calls and produce reports
  - Time frame is to go to site demonstrations by end of August – produce business case for end of September and installation by the end of the year

3. **Practice Champions.** The Practice Manager gave an overview of where the project is now, currently seen nearly 100 patients. Reduced to one champion but employed by the Practice to allow project to continue. Planned closer working with the health and care trust on their community connectors scheme which will allow greater resources to be allocated to the project. Project due to end 31 March 2015. The need to demonstrate outcomes to allow this project to be funded going forward was discussed.

4. **National Patient Survey.** The Practice Manager reviewed the latest national patient survey with the Group. The survey is available on the practice web site. The trend of the survey is upwards with one area to be looked at in greater detail; being overheard at reception. The Practice is to investigate “line on the floor” or alternate method of providing distance between the patient being seen at reception and the queue.

5. **Senior Partner Retirement.** The Group was informed that the senior partner; Dr Magda Cullen is retiring on the 1<sup>st</sup> of November 2014. Information will be displayed in reception and on the web site to inform patients.

6. **Any Other Business.** The date of the flu clinic will be Saturday 04 October.

7. **Date of Next Meeting.** The date of the next meeting was set for Tues 14 October 2014.