

Patient Participation Group

Meeting minutes for 11th July 2019

Apologies	Post
RA	Patient
Dr AJ	GP
Name of Attendees	
SY	Patient
MP	Chair
NS	Patient
Dr PA	GP
CC	Data Analyst
KK	Practice Manager
IS	Deputy Manager
ZR	Patient

- 1) **Apologies** sent were acknowledged.
- 2) **Minutes** of the last meeting were discussed and agreed.
- 3) **Website:** KK informed PPG members that CCG has commissioned a new standard practice website. Most of the practices have already moved to this new website. DRMC will be going live by next week. The CCG can upload information regarding signposting and self-referrals directly on this website which will be useful for patients.
- 4) **Sign in Screen:** The hood has been added on the sign in screen. The privacy screen was also added but it does not work with the touch screen. CC updated that patient sign in screen is not working temporarily. The computer was updated with new software which was a new project for the company itself and incorporated in our surgery. It has been reported.
- 5) **Disability access at the back door.** The handles have been added on the entrance from the car park to make it more accessible for the disabled patients. The hood has been ordered too. MP commented that the reception is quick in responding to the bells when used.

- 6) **DNA rates:** We are working towards reducing our DNA rates. CC updated that a new poster has been ordered that will have bold writing without pictures. It will display offered appointments, number of DNAs and the time lost in terms of Doctor/ Nurse time in hours as a result of DNAs in a month.
- 7) **Patient Survey:** KK updated that we need to give patient survey forms out as it is an annual requirement to submit patient survey report which is due by next PPG. The patients are not happy to fill the survey. The link has been sent through text messages to patients.
- 8) **Patient Contact Details:** ZR suggested that the reception should be asking patients if they have received text messages for their appointments. It would help in getting the correct contact numbers for the patients if they haven't received a message but patients may not get a message if they have opted out.
- 9) **AOB:** All PPG members suggested that we need more diversity in our group to represent all communities. KK updated that we have tried contacting patients and one such patient will be attending next PPG meeting. There are posters already in the reception area to advertise PPG group. ZR suggested that we should have fewer posters in the waiting area. KK explained that it is a CQC requirement to have posters up. MP suggested avoiding duplication. IS and TC to update the waiting area posters.
- 10) **Next PPG Meeting:** Next PPG meeting will be in October 2019. Date and time to be confirmed nearer the time.