

Dickenson Road Medical Centre

Patient Participation Group

Meeting minutes for 14th March 2019

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

- 1) Apologies sent were acknowledged.
- 2) Minutes of the last meeting were discussed and agreed.
- 3) Update on information on the check-in screen still waiting for company to agree on software to be updated from the data protection side. Agreed to purchase monitor hood and also privacy screen to be added.
- 4) Discussed the New website that has been implemented by CCG which is a standard website that all our information will be added to. The new website will have a lot of information to help support patients and patient will be able to ask questions this will be another form of communication for patient but will be a lot more work for staff in house to check every day. Patient will be able to request sick notes, medication and so on.
- 5) We have discussed at the back of the practice the back door will have a disabled rail and canopy installed to help support patients that struggle to get in the door at the back.

- 6) DNA rates are not as bad as we have been ringing the patient and also there have been text messages that have been sent out to confirm when the patients appointment are 1 week before and then a few days before.
- 7) We also have now managed to fix our text messaging system MJog so that more and more texts will be being sent out rather than the doctors sending letters out all the time.
- 8) Patient survey handouts will be being given out at random times to random patient to be filled out and we currently have friends and family surveys going out via text when the patient has had their appointments.

Any other business

1. Pressure on staff needs to be minimised so that staff can be friendlier and more positive. Patients shouting at staff needs to be reduced.
2. Staff advising patient on using the self-check-in when they are waiting in the queue and staff are also showing the patient on how to use the self-check-in.
3. KK advised that we are monitoring the staff and the calls and doing random checks for teaching and educating staff.
4. Zero tolerance poster have been added in the practice and this applies both ways and staff have been advised to add comments when they have issues or conflicts with patients.
5. Telephone problems were also brought up about the amount of times it takes for patients to get through and how the staff are always on the phone booking appointments there does not seem to be enough phone lines or there could be a better system in place for taking calls.

Meeting closed on the 14/3/2019 at 1:20