**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 4th April 2017 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Miss Vicky Greenwood (VG), Mrs Lindsey Smethurst (LS),

Mrs Donna Jackson (DJ)

**In Attendance:** Mr Chris Casey (CC)

1. **Actions /Feedback from Previous Meeting**

There were no outstanding actions from the previous meeting.

1. **New Actions**

*Patient Information Leaflet* - CC circulated a draft version of a patient information leaflet that the reception manager has been working on. We have decided that this booklet would be an opportunity to provide basic information to new and existing patients. CC asked the group to review the leaflet and recommend any changes to the format or content. It was noted that there was no section on the PPG and DJ recommended this could be advertised under the complaints and suggestions section. If there are any more changes the group can feed this back to CC via email, we can amend this booklet as required going forward. The group were happy with the content and format so the practice will start to use the current version once the amendments have been made. DJ noted a few grammatical errors and wrong phone numbers so these need to be doubled checked before printing.

*QOF Update* – it is the end of the QOF (Quality Outcomes Framework) year 16/17. The practice works to these indicators and it forms the bulk of our annual and ongoing chronic disease management processes. It sets out requirements for the management of patients’ conditions, such as measurements and treatments etc. The practice has achieved its highest ever points score which shows we have been treating patients efficiently and effectively. We scored 553.51 / 559.

*Phone Reports –* LS had reported to CC some time ago that she had trouble getting through to the surgery on the phone and had to queue for a particularly long time. We now have access to and have reviewed the phone reports for February, to date. It showed several instances of patients waiting in excess of 20 minutes for their call to be answered. The pattern revealed that this was at certain times of the day, but not particularly linked to a particular day or members of staff. The reception team have reviewed this and two things were mentioned. Some staff were not aware of the queue waiting tab in the phone software that shows how many calls are actively waiting. This allows staff to manage the phone queue more effectively by ensuring there are enough staff answering calls. We also noted that the software can log a receptionist off the phone system if a call is unanswered whilst they are away from their desk. This meant long queues until the member staff logs back in. We are hoping to see a reduction in peak waiting times and CC will report back at the next meeting. The group agreed that we should aim for the longest wait being 10 minutes at peak times. The average wait time is currently 6 mins.

1. **Any Other Business**

*Patient Access* – only allowing patients to book one appointment at a time, and cannot book double appointments, CC explained that cannot book doubles due to the way ‘slot types’ work on EMIS and the default time for a routine GP appointment is 10 minutes, patients would have to book 2 appointments one after another to do this. VG raised that booking double appointments can be difficult to do either through reception or online**. Action: CC will look into whether there is anything that can be done to improve this process.**

*Joint Injections –* VG raised that booking appointments for joint injections can also be tricky, Drs Murray, Biyani and Gall all provide joint injections but Dr Gall does the majority. He does need double appointments for most but not all injection appointments.

*Disabled Parking* – VG asked if the surgery could be more aware or proactive over patients inappropriately using the disabled car parking spaces. The signage is limited and too often people / contractors are parking in these spaces inappropriately. **Action: CC to liaise with landlords over additional signage or if the practice can do anything to ‘police’ this, CC has already contacted the pharmacy over a contractor that was parked there.**

*Gazette Article –* ‘GP Surgeries rated by you’ DJ asked what this was based on, it was from the Ipsos Mori national GP Survey, the results of which can be found online - <https://gp-patient.co.uk/practices/P81172?term=Newton+Drive+Health+Centre> . DJ had expected the surgery to rank higher from her own experience but it is not clear from the article what the figure is that is quoted and which section of the survey this is from. We can discuss the results of the survey at the next meeting.

1. **Standing Agenda Items**

**Staff**

There were no new staff updates but DJ commented that Dr Tarish, the new GP registrar had been very thorough and professional during his consultation.

**Prescription Message**

N/A

**Patient Suggestions**

1. Extremely Likely - Comments: Needed to see nurse as going away, was fitted in next day. Thanks very much.
2. Likely – Comments: The people here are nice
3. Extremely Likely – Comments: First class doctors and front staff, would recommend this surgery Newton Drive to everyone I meet.
4. Extremely Likely – Comments: Dr Gall is amazing

**The next meeting is Tuesday 16th May 2017 18:00 at Newton Drive Health Centre.**