**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 10th June 2013 - 18:00 - Library, Newton Drive Health Centre**

**Present:** Mrs Donna Jackson (DJ), Miss Vicky Greenwood (VG),

Mr Terry Bennett (TB)

**In attendance:**  Mr Chris Casey (CC), Practice Manager

**1 Actions / Feedback from Previous Meeting**

The number of DNAs has been increasing over recent months and its felt that this might be due to a 3 week wait for an appointment, patients either forget or the problem is no longer present. It was thought that increasing the number of 48 hours appointments that were available would reduce the DNA rate but this effect has not yet been seen. It was recommended by VG and DC to audit the DNAs in more detail. To ascertain when the appointment was booked that was subsequently DNA’d and to also identify the proportion of patients who have single offences and those that have multiple offences.

CC has been in contact with other practices as this problem appears to be present across Blackpool. There is a possibility that practices may ask CCGs for support. **ACTION: CC to work with the practice administration team to produce audits of the DNA’s – when they were booked and the proportion of single / re-offenders.**

At the last meeting it was agreed that a survey would be carried out to determine the extent of the problems caused by confidentiality at the front desk. 100 patients were asked “Do you feel as though other patients can over hear your conversations at the reception desk?” The results of the confidentiality targeted survey are as follows;

1. No **4%**
2. Yes, but I don’t mind **39%**
3. Yes, but the conversation is not confidential **20%**
4. Yes, but I know I can ask to go somewhere private **23%**
5. Yes and I’m not happy about it **15%**

The group agreed that these results represented that its acknowledged the layout of the building does causes issues with confidentiality, however, the group also agreed that the practice has taken sufficient action in attempting to reduce this issue. There are now some plants on the 1st floor balcony to prevent patients waiting in that area and potentially overhearing conversations below. The results showed that the majority of patient did not mind nor thought their conversations were confidential – 59%. In addition, those that knew they could ask to go somewhere private and those who did not think people could over hear brings the total of patients who are satisfied with the confidentiality of the practice to 85%.

It was agree that the remaining 15% did need some attention. The reception staff will be made aware of this and will be asked to encourage patients to ask to more somewhere more private should they feel that it is necessary.

**2 New Actions**

CC announced the sad news of the death of Mr Basil Soper who passed away on 1st June 2013. The PPG expressed their wish to send condolences to his family but unfortunately there are no next of kin details, with Mr Soper living alone. Basil was a keen member of the PPG and the group valued his input and contributions, he was a key part of the group being set up and his presence will be missed both at the PPG and throughout the practice.

In addition to the DNA audit VG suggested auditing the telephone appointments. This is to see if they are being DNA or incomplete by either patients or GPs running late in surgery. **ACTION: CC to audit the telephone appointments and confirm the numbers and times of these calls.**

CC stated that the licence required to play a radio station through the waiting room TV will cost £140 per annum. To determine whether this is worthwhile for patients a targeted survey will be done asking –

*“Would you like to have a local radio station playing in the waiting room?”*

1. Yes
2. No

**ACTION: CC to complete and feedback at next meeting.**

**3 Standing Agenda Items**

Staff

The practice has secured locum sessions provided by Dr Pradeep Bathini and Dr Rahul Goyal for the months of June and July. The salaried GP post is out to advert at present.

Patient Suggestions

* “Use of screen for midwife appointments - Especially for women in early stages of pregnancy please don’t put on the screen in the waiting room that they have an appointment with the midwife” – the practice and PPG felt this was a really good suggestion and that this person should have some feedback. The information screen has now been changed to reflect this
* “Please can you put a clock up in the waiting area” – the clock has been added to the patient information screen and will show for 15 seconds between each advert.

**The next meeting was arranged for Monday 22nd July - 18:00 at Newton Drive Health Centre**