

MINUTES: ELM PRACTICE PATIENT PARTICIPATION GROUP

DATE: Meeting on Wednesday 3rd June 2015

PRESENT: MG PM, DSH GP, RG receptionist

PPG Members: JL,

APOLOGIES: MC, HG, HC

Inform group about changes since Dr Kiernan's Retirement

- Dr Kiernan retired from Elm Practice in March 2015.
- From 1st April 2015 Elm Practice has become a singlehanded practice (1 GP partner)
- Dr Hosein is Elm Practice lead GP
- Dr Baumgarten has increased sessions
- Practice is currently looking for a salaried GP to cover 1 session every Friday morning
- Practice is receiving help from the GP Confederation regarding employing a salaried GP.

Friends and Family Survey

- NHS England has instructed practices to gather information from patients to establish whether they would recommend their GP surgery to their friends and family.
- Patients will have the opportunity to provide their feedback on their experience at the practice that day.
- All surveys are anonymous
- The practice has to feedback to NHS England monthly
- JL has offered to assist the practice with promoting and assisting patients that require support completing the questionnaire

Practice Annual Survey

- The practice is in the process of completing the practice annual survey
- Patients will be encouraged to complete the anonymous survey and place in the box at the reception desk
- JL has volunteered to assist patients that need support completing surveys.
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On-Line Patient Access

- Patients can book their appointments, check their allergy list and order repeat prescriptions on-line.
- Patients can sign-up using the link on the practice website www.elmpractice

New Appointment System

- In November 2014 Elm Practice introduced our new appointment system for appointments with a GP during the morning surgery
- The evening and extended hour's surgeries will remain the same.
- The aim for the new system is to reduce DNA's (did not attend) of appointments and to provide more emergency appointments on a daily basis.
- The practice has seen a huge drop in non-attended appointments, although numbers still remain high during evening surgeries
GP and consultants have various ways to keep in contact via emailing advice lines to enable links with local consultants. All queries are usually replied on same day

Next Meeting Wednesday 30th September 2.30-3.30pm