

## PATIENT PARTICIPATION GROUP

Meeting took place Wednesday 12<sup>th</sup> November 2014 at 7pm at the Millennium Village Health Centre

Jo Randall, Practice Manager, welcomed patients to the Meeting. She began by introducing members of staff, particularly those that were new, Dr Soobroyen and Dr Prundeanu (Dr Shah was unable to attend).

In attendance were the two Co-Chairs of the Group. They expressed their disappointment at the lack of interest in the Group and attendance of people who had expressed a previous interest. They felt that this was an area that needed to be addressed.

The Practice would not be able to give the email addresses of patients to the Co-Chairs but it was agreed that the Practice would be able to send out a text message to those patients for whom we hold mobile numbers in order to inform them about the Group and for them to reply to express any interest with an e.mail address. In addition, a noticeboard would be provided for the sole use of the Group. Now that we have a colour photocopier Jo offered the use of this for any documents the Group wished to produce and display. Discussion took place about attaching details of the Group to Prescriptions and Dr. Bocus suggested that the Co-Chairs might want to liaise with local pharmacies (number about nine that we use regularly informing them about the Group and encouraging patients to attend). Jo also offered that if they wished to attend during working hours to advocate for the Group they would be most welcome. She informed the Group that Maria, Senior Receptionist, would be the link between the Group and the Practice. She could meet with the Co-Chairs monthly if they wished and would organise the quarterly meetings.; obviously she would still be available at any time.

Jo addressed issues that had arisen from the previous Agenda.

- In particular, she informed those present about the current 'did not attend' (DNA) rate in the Practice. Last month this was 220 appointments which would be the equivalent loss to the Practice of our full time Practice Nurse for the month. The Practice and the Group need to work together to address this problem and Mrs Bartlett agreed that she would put together a leaflet outlining this problem and thus the impact on the availability of appointments in general.
- The telephone system has been introduced and the Group felt that this had been an improvement for the Practice.
- Staffing levels were at the required levels for the size of the Practice. Since the last meeting we have reduced the number of Practice Nurses to one and have increased the Health Care Assistants to two by training up one of our previous Receptionists; another Receptionist would be trained in phlebotomy to help with work around the AQP of phlebotomy at times of annual leave etc. We have the full quota of GPs each working 40 hour weeks and the correct level of administrative staff.

- Long discussion took place around the need to undertake enhanced hours in the Practice. Discussion took place about the need for Saturday opening and the impact that this might have on the general running of the Practice during 'normal' working hours. If Saturday opening was to happen it would be for two hours between 9 and 11 only, at 15 minute appointments (the requirement for enhanced services) and primarily should be used for the elderly and very young. It was felt by those present that the impact on the weekly running of the practice would suffer for the sake of this two hour opening in that they were concerned that staff, who they were now beginning to get to know and trust, might leave with a change of contract. They would not be happy to lose appointment time during the normal working week and given the current DNA rate they felt that this should be addressed before offering even more appointments. Jo outlined a study undertaken by Dr Clare Gerada, who had found that of the 9000 Practices in the UK registered to NHS Choices that only 1% of them offered Saturday opening. Discussion took place around the provision of care provided by Walk in Centres, of which there are three locally, and whether there would be additional need for the Practice to open as well. The Co-Chair enquired whether one possibility might be to provide the extra hours on a Saturday by working with other local Practices. Dr Bocus thought that this evaded the point of the enhanced hours given that the IT was not compatible and patient records would not be available to those working. The Group concluded that they were happy with the current working of two early mornings, starting at 7am and two late evenings until 7.30. The Group were firmly of the belief that the current system was working well and should not be changed. It was agreed to review this arrangement following the election next year.
- Jo reminded the Chairs that the Practice Survey needed to be undertaken and they agreed to address this and forward a draft to her as soon as possible.

With no further matters to address the Chairs thanked those present for coming and the staff for their time at the end of an already long day and the meeting was brought to a close.