

PRG Meeting Thursday 12th December 2019

Meeting led by: Julia Bowyer, Practice Manager

Attendees: Iain Geddes, Ian Clark, Amanda Phillips

Apologies: Jean Wright

Taking Notes: Catherine Bradley, Bianca Garrigan

Julia opened the meeting at 10.10am.

We discussed how best to internally promote PPG in the New Year and whether the current members would be interested in supporting the practice more frequently.

The presence of the PPG in the surgery would be valuable for the practice. It was suggested that perhaps specific surgery times were targeted for members of the group to be present, i.e. at an evening surgery and at a baby immunisation clinic. Another opportunity would be for members of the PPG to be present at Flu Clinics.

Although there were concerns that patients might see this as an opportunity to complain to the member of the PPG. Julia made it clear that this would not be acceptable and that we would inform the person of our complaints procedure. Complaints can be made formally in writing or verbally, which is all explained on our website.

There is a separate PPG leaflet in reception to explain the group and invite people to join.

Feedback on the new appointments system was quite good. Julia explained that we are utilising all the extra appointments that were made available. Patients can now book their appointments and order their repeat prescription online. There are allocated time slots available for i.e. Flu vaccines and Smear for patient to book with nurses. We are experiencing some abuse of these appointments, where patients have booked these and come in for something totally different. We are currently still trialling this and are hoping that people will start to use these appointments appropriately. In general the feedback has been very positive.

It was brought to Julia's attention that at times the Patient Access website is not very user friendly, however this is a third party package that the practice has no control over and is unable to make any adjustments to. There is however a feedback section available directly on the Patient Access website.

The practice has put together a New Patient Pack, which explains all the services the patient can access and how to setup online access and any proxy access that may be required in relation to carers.

A PRG member brought up that patients are not being notified of their practitioner running late. Currently we are unable to accommodate this on the systems in place, so are looking into this for the future. It was therefore decided for reception staff to keep a regular eye on the appointments and inform patients accordingly.

It has been made official that CCG will be merging from 4 to 1.

Julia informed members that the building work has been approved. This will be a massive improvement to the surgery, also giving much better disabled access. We are expecting all works to be completed by the end of March 2020.

The practice has taken the initiative to become more charitable and has decided to support the local foodbank for Christmas. A collection box for non- perishable foods and a collection box for donations from staff and patients has been placed in reception.

We have been informed that CQC will be returning to do a full review of the practice in January 2020. A lot of improvements have been made since their last inspection. Julia has invited members of the PPG to be present on the day.

Concern was raised regarding ID fraud. Patients are asked for their ID on registration but not after that for making appointments and ordering prescriptions. Julia explained that patients are asked certain questions at the time of booking appointments as a security measure and patients fill in forms for repeat prescriptions.

A question was raised whether it may be possible to occasionally assign a GP to sit in on the PPG meetings. Julia will look into this.

Meeting closed at 11.00am