

PATIENT PARTICIPATION GROUP MEETING
Thursday 28th June 2018
Hanover Medical Centre

Present:

Four members of the PPG attended
Dr Elizabeth Allsopp (Senior GP Partner)
Deirdre H Malesa (Practice Business Manager)

Apologies:

One member apologised

- 1) Welcome and apologies
- 2) EA updated the members on the appointment of the UCP, explaining the role and the probationary period. This was received positively and the members were pleased that we had been successful in recruiting new clinical skills.
- 3) DHM opened a conversation about access, Thursday afternoons and the Urgent Care Review in general. DHM explained the situation around Thursday afternoon and asked the PPG their views, it was clear from the group that the practice closing on a Thursday afternoon was not an issue and should be left that way. However, the PPG did express they would like to see more access across the week during the lunchtime period. It was agreed that these views would be taken in account during our internal discussion/review of opening times. DHM explained that in light of the appointment of the UCP we had been able to tweak the appointment system and patients would no longer be told to ring back at a certain time of day to try and get an appointment. We all agreed this was causing great frustration for patients, raising expectation but often leading to disappointment.
- 4) Progress with Care Navigation was discussed and the PPG understood why this was potentially a good idea. They were keen to be re-assured that if patients did not want to share any information with reception that this would be acceptable, and their call would be dealt with in the normal manner. The PPG had input into what the narrative should be on the initial answerphone message.
- 5) EA & DHM updated the group on neighbourhood working including the sum of money from NHS England and the pilot we were proposing to launch with it. All were very supportive of this idea. The idea of a NBH PPG was mentioned and members would be happy to be a part of that.

- 6) DHM informed the PPG that the practice had done a considerable amount of work and that the practice is GDPR compliant. DHM mentioned that a training event she had attended earlier that day would involve updating/adding to some of the work already done.

- 7) DHM discussed the implementation of Electronic Check In at both sites this was received positively. Mjog (the text reminder service) was also discussed and DHM reported how successful this had been during June in terms of patients using it to cancel their appointments. DHM explained we would slowly start to use text for health campaigns, results etc. and thus reduce postage costs and improve efficiency. The process of opting in to and opting out of was explained. PPG were happy with these new initiatives.

- 8) Brief update on the practice finances as we reach year 5 of the loss of MPIG.

- 9) No AOB

- 10) Date of next meeting TBC