

Wheatfield PPG Meeting Minutes

01.05.19

Meeting Room, Wheatfield Surgery

Present:

Tracey Nyilas	TN	
James Knight	JK	
John Sargeant	JS	
Anne Purle	AP	
John Foster	JF	

Apologies:

Kelly Houghton	KH
June Baylis	JB
Barbara Betts	BB

Agenda Item	Papers
Patient Satisfaction Project	<ul style="list-style-type: none"> Update and feedback – T.N. updated all that the waiting time for appointments is still 2 weeks which is on target. It will be 3 months since the new system was adopted on 11 May. T.N. advice she is planning to run another patient survey to compare with the survey that was carried out before the change. AP advised she would be happy to help with the survey again. T.N. also at the survey onto system online. Video Consultations – Dr Alabi has started her Skype online consultations with one appointment per day available for Skype booking. She has only managed to do one Skype consultation so far. It was felt that patients may need some education on how Skype works in order to increase the uptake.
Extended Access	<ul style="list-style-type: none"> T.N. advised all that we are now offering extended access appointments again with 5 other local practices. The 6 practices between them will come far 365 days per year 6:30 PM to 8 PM Monday to Friday, 8:30 AM to 12:30 PM on a Saturday and 2 hours of GP telephone consultations on Sunday. Bank holiday cover will be 8:30 AM to 12:30 PM. Wheatfield shall be offering appointments on Monday and Thursday evenings 6:30 PM till 8 PM and will share weekends and bank holidays on a rotational basis. These appointments are available for booking by all patients in the Chiltern Vale locality. JK advised he had been seen at Priory Gardens and West Street surgeries as part of extended access but on viewing his medical records online he could not see a record of his consultations. T.N. advised that this would be due to the sharing settings. T.N. to discuss sharing settings with extended access hub administrator.
Patient Education Session	<ul style="list-style-type: none"> Dr Shah has proposed that we look to offer some patient education group sessions and wanted to see if the PPG had any ideas on what topics could

	<p>be covered. It was agreed that suggestion slips could be placed at reception for patients to put forward their ideas. JK suggested that an education session on self-referral would be useful as there are a number of services that patients can self-refer to which would free up GP appointments.</p>
Carers Coffee Morning	<ul style="list-style-type: none"> Unfortunately no one present at tonight's meeting was able to attend the carers coffee morning on 25th of April however Kelly did feedback that it went very well. The plan is to continue to have these every 6 weeks or so. Graham in reception will help to arrange these along with T.N.
CQC	<ul style="list-style-type: none"> T.N. and Dr Sharma had a telephone call with CQC on 15th of April. T.N. reported it was a positive phone call but as we are nearly due our visit anyway CQC have informed us that they will be inspecting. This inspection will be within the next 6 months and we will be given 2 weeks' notice prior to the date of inspection. On inspection days CQC will wish to talk to PPG members. JS and AP kindly volunteered to speak to CQC. T.N. will keep PPG updated regarding inspection date. All
MJOG	<ul style="list-style-type: none"> T.N. advised to PPG that we now have a new text messaging system. This is different to the old system, patients will no longer receive a confirmation text straightaway depending on how far in advance of their appointment they should get it one week before. There will always be a reminder text the day before the appointment. Patients can now text back to these text messages the word cancel if they wish to cancel their appointment, the appointment will then be automatically cancelled in system 1.
AOB	<ul style="list-style-type: none"> DNA's - JF enquired if it was possible to have a breakdown of the DNA figures showing how far in advance the appointments that weren't attended were booked. T.N. advised she would look into breaking down these figures and also by GP nurse and HCA appointments. Staff Board - the PPG asked if it would be possible to have of all the clinicians and where they are situated in the surgery so that patients know which area to sit in. This will make it easier for patients, especially those hard of hearing, to be called into their appointments. T.N. to look into devising the staff Board.
Next meeting	<ul style="list-style-type: none"> Wednesday 29th of May 6 p.m. till 7 PM