

Name of Meeting: Patient Participation Group Meeting			
Meeting date	01/06/2015	Minutes reference	No.6
Special provisions	None		



Attendance

Oluchi Uduku	OU (Chair)
B Veale	BV
J Farrell	JF
N Okafor	NO
C Jones	CJ
S Chumber	SC
N Patel	NP
O Mosaku-Thomson	OM
C Morgan	CM
R Mohamed	RM
C Mullineux	MU
A Metherell	AM
C Hunnigan	CH
S Vidal	SV
Dr N Uduku	NU
Dr K Gibbs	KG
N Anyanwagu	NA (Minutes)

Apologies

1	INTRODUCTIONS	Action
1.1	All attendees introduced themselves. OU apologised about the delay in sending out the minutes and agenda of the meeting and promised future minutes will be issued on time. CH was introduced as a new PPG member.	Note
2	UPDATE ON EVENTS AT THE SURGERY	
2.1	NHSE BID: OU informed everyone that Woodlands Health Centre's Expression of Interest was not successful and hoped that the experience would help the surgery to stand a better chance in future.	Note
2.2	RECEPTION STAFF TRAINING: OU informed everyone that all reception staff have been enrolled on a one year advanced customer service training course. In the same light she introduced Christine Jones (CJ) as a Consultant on contract to train both clinical and non-clinical staff as well as assist with the new management taking place in the practice.	Note
2.3	IMPROVED CONFIDENTIALITY/SIGNPOSTING AT RECEPTION: OU highlighted that a "patient confidentiality" display sign had been placed at	

	<p>the reception entrance. Receptionists are now being trained to signpost before booking patients in for an appointment. It was unanimously agreed that the signpost for patient's confidentiality is a good idea.</p>	<p>Note</p>
<p>2.4</p>	<p>There was concern regarding receptionists asking patients for the appointment reason. Possible breach of confidentiality. In response CJ mentioned that it was not a breach of confidentiality as all client facing Staff at WHC have access to patients' records and that they have been trained to signpost. This enables patients to see the right clinician and reduces wasted appointments. BV also added that this will aid clarification. NU added that the idea is for a patient to be guided properly however, patients have the right to say that their matter is personal if they feel it is a breach of confidentiality. KG added that the idea has been noted to be effective around London and helps to reduce waiting times.</p>	<p>Note</p>
<p>2.5</p>	<p>PATIENT CHECK-IN KIOSK: OU informed the PPG that the new kiosk would be installed in order to help ease the queue of patients checking in for their appointments. OM enquired if after service text messages (FFT) that patients receive after each consultation are chargeable? She mentioned that the surgery should be responsible for the payment. She was informed that patients do not pay for this service. OM also highlighted that there are still long phone queues.</p>	
	<p>CJ confirmed that staff pick up calls between 8-9am which is currently the busiest calling time. She would however re-emphasise the requirement to pick up calls after 3 rings at the next fortnightly Receptionist meeting.</p>	<p>Note</p>
<p>2.6</p>	<p>NAPP (National Association for Patient Participation): NU informed everyone that she was at the last PPG CCG meeting in the neighbourhood, she highlighted that the major issue of discussion at the meeting was the anticipated merging of surgeries in future as this is the plan of the NHS for better care of patients.</p>	<p>Note</p>
	<p>OU informed the group that it was now registered with NAPP) and handed the NAPP Information Pack to all members requesting this be reviewed in order to commence the process of formulating an active and sustainable PPG.</p>	<p>Note</p>
<p>2.7</p>	<p>WALK IN APPOINTMENT SYSTEM: OM and SV highlighted the need to revisit the drop-in appointment system. They felt it was burdensome for patients to walk to the practice, book appointments, go home and come back. OU and NU responded stating that the surgery is trying to improve the service, and the system is being reviewed. SC and BV suggested that if patients can be informed and granted appointments over the phone as well that would help to ease the burden. For patients' feedback SC suggested that a smiley face feedback could be used.</p>	<p>Note</p>
<p>2.8</p>	<p>SUNDAY OPENING TIMES: AM enquired when the surgery opening times for Sunday will take effect as per the governments promise, NU responded that this has not yet been implemented by the government but will inform the PPG once it does.</p>	<p>Note</p>
	<p>BLOOD RESULTS: It was suggested that sent out blood result appointment requests be more detailed, stating the need and if possible the urgency/non-urgency for patients to make an appointment, as this would be helpful. CM</p>	<p>Note</p>

2.9	requested a letter which includes a booked appointment be implemented. KG, BV and CJ confirmed that if the matter is urgent the clinician reading the result will pick up the phone and call the patient immediately as sending out appointments may result to patients not turning up at the time. Also appointments given might not be suitable for the patients.	Note
3	CLINICAL TALK BY DR GIBBS	
3.1	Arthritis: KG delivered a presentation and gave general advice on arthritis	Note
4	AOB	
4.1	COMMUNICATION: CH highlighted the need for communication when the doctors are running late so that patients are made aware. OU promised that this will be looked into and updated on the LED Screen.	Note
4.2	CM inquired if doctors will always attend PPG meetings. OU responded that this is subject to their availability however the practice will make all efforts to have a clinician present at each PPG meeting.	Note
5	Date of Next Meeting	
5.1	Monday 7 September 2015 at 6.30pm	