

## PATIENT PARTICIPATION GROUP MINUTES

24<sup>th</sup> January 2018 at 13:00

**Attendees:** SS, LF, GC, RC, LM, JM, BO, JO'L

**Apologies:** SP

**Chair:** Tania Burrows

**Note taker:** TB

	Topic	Actions
1.	<b>Welcome and Introductions and Apologies</b> Ground rules discussed, confidentiality agreements signed and terms of reference read through and signed.	
2.	<b>Review of previous minutes</b> First meeting so no previous minutes available.	
3	<b>Appointments</b>  Issues were raised around accessing appointments; Tania has explained the whole system to all members of the PPG, and the different ways that we offer appointments. It was felt that by the PPG that this is not widely advertised and that when all appointments have been allocated for that day that we still have an urgent on the day list that we can put patients on and the Doctor can call them back and if he/she feels appropriate can bring them in for an appointment. Tania advised that all staff should be offering this service, ongoing or non- urgent problems cannot be added to this list, all entries have to be checked by our reception lead.  We discussed ways that this can be communicated, Newsletter, Website, Face 2 Face screens in reception area.	<b>TB</b>
4	<b>Phone Systems</b> It was raised that there is still a substantial wait time when patients are calling the practice. It was felt by the PPG that more staff were needed to answer the calls to reduce waiting times, Tania advised that we have 4/5 members of staff on the telephones in the morning.  It was suggested that we have a message set on the answerphone that tells the patient when we have ran out of appointments; this would save patients	<b>TB</b>

	holding on the telephone to be told after a lengthy wait that no appointments are available. (TB to raise with Partners)	
<b>5</b>	<b>Practice Leaflet</b> It was suggested that our practice leaflet be updated and we can share up to date information on that – PPG to have a look at next meeting and put forward suggestions on how to improve.	<b>PPG/TB</b>
<b>6</b>	<b>Jayex Machine</b> It was raised that the machine that displays patient names has stopped beeping, - To be reported for repair.	<b>TB</b>
<b>7</b>	<b>Number Machine</b> It was suggested that we could have a number machine, so that when patients arrive they can take a number and sit down until there number is called this would stop people having to queue up outside.	<b>TB</b>
<b>8</b>	<b>Patient Access</b> We discussed briefly about patient access online, Tania advised that there are now two ways different stages of access, basic and advanced. Tania to bring information to next meeting for PPG members to look at.	<b>TB</b>
<b>9</b>	<b>Feedback</b> Tania shared that since August 17 our MJOG feedback has improved from 36% of patients that would recommend our service to 76% in December.	<b>TB</b>
<b>10</b>	<b>AOB</b> Tania thanked everyone for attending the meeting and advised that future meetings are going to be held at 16:30, as there are others that wish to attend that are at work.	