**PATIENT PARTICIPATION GROUP (PPG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 25th Sept 2014 1pm

MINUTES

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| Present | Becky Degia, Mandy Leavis (Practice Secretary) Claire Jackson (Chair), Tripat Badiani (Minute taker), Suresh Karia, Narinder Bali, Hasu Tanna, Kathleen Taylor and Joseph Taylor | Action |
| Apologies | David Robinson, Liz Mackness, Sudha Pankhania, Ramji Pankhania and Patricia Brickley |  |
| **Matters Arising** |  |  |
| Smoking at Leicester Hospitals. | Amendment from previous minutes:  Claire has been informed that the hospitals were still committed to enforce no smoking ban, but they could not expect to see any change. |  |
| Approval of minutes | The minutes were approved by Suresh Karia and seconded by Hasu Tanna. |  |
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| **Agenda items.** |  |  |
| 1) 72 hours notice for prescriptions/ EPS2 | Becky informed the group that we were due to GO LIVE on 20th November 2014 with the Electronic Prescription Service (EPS) which is an electronic link to the patients chosen pharmacy. Much preparatory works needs to take place between now and GO live and the practice is requesting that 72 hours notice is given before collecting prescriptions. Patients in the short-term will be allowed to order repeat prescriptions 7 days before they are due to run out, but must allow 72 hours before collection. Posters have been displayed, chemists informed and information slips are being attached to repeat prescriptions. Information on EPS will be relayed as and when this becomes available. |  |
| 2) Friends & Family Test | There is no longer a requirement for practices to run an annual practice survey with the introduction of the Friends and Family Test, which is mandatory and due to be rolled out by 1st December 2014. Patients will be asked to complete a survey card which asks one question with a follow up question . These will be analysed on a monthly basis and results advertised to patients. Posters and tools have arrived at the surgery to implement this system. We shall be using the results from this test to implement any changes that may be required for the services we offer.  Becky to gather more information surrounding the 2nd question.  Joe Taylor was concerned that patients may not be looking in the folder provided in the waiting room for PPG minutes, practice surveys. Becky suggested that there is likelihood of patients looking at the folder.  Hansa Tanna asked how would patients from who English is not the mode of communication be able to give their views? Becky said that we have bilingual staff and doctors that could help and we find a lot of the family members also help with these barriers. | Becky to look into |
| 3) DNA’s for PPG DES | This is one of the three areas to work on for our PPG DES, Becky was requesting the group to help with formulating a letter that we could send to patients who persistently DNA. Becky produced some figures and on average across both sites we have approx. 650 DNA’s a month for doctors/nurses/HCA and phlebotomy appointments. Patients who have a mobile are sent a reminder of their appointment 2 days before and followed up with a text if they DNA. But this is not having much impact. Claire has volunteered to draft a letter and will email it around the PPG group for comments before the next meeting.  Suresh Karia mentioned that other practices have made it clear about sanctions if patients do not attend appointments and suggests we target effectively those patients that continue to miss appointments. | Claire to formulate letter and email to group |
| 4) Flow chart for PPG DES | Becky thought this would be another area we could address for the PPG DES. Patients are often complaining of receptionists questioning patients in order to obtain an appointment. Becky explained that this was to establish the urgency and as to whether they can be directed elsewhere i.e to the pharmacy or have a telephone consultation with the nurse or doctor instead of having to come to the surgery. Becky has asked for help from the group as to how they think the receptionists should handle these calls and what would they would like to hear the receptionists say on the other end of the phone. Becky will be working with the receptionist at their next training session and will send out to the PPG group via email a flowchart for call handling. Becky will invite a receptionist along to the next PPG meeting to discuss this further. | Becky/ reception staff |
| 5) Commission Quality Care (CQC) update | The visit took place at Parker Drive only on 16th July and lasted from 9.00am – 5.00pm. Standards were checked and the inspector was accompanied by an assistant inspector, GP and a Practice Manager. Interviews were held with Doctors, nurses, managers, staff , PPG chair and patients. Feedback was positive and we are currently awaiting the report which should be emailed to us. The report and actions will be shared with the PPG and will be published on CQC website.  Manor Medical is still awaiting an inspection, practice will be given 2 weeks notice beforehand. |  |
| 6) Suggestion boxes feedback | There was not much uptake. Becky to look at how to promote more within the surgery. | Becky to look into |
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| **A.O.B** |  |  |
| Problems with prescriptions | Joe Taylor said that dates need to be synchronised on prescriptions to make ordering prescriptions easier. Becky stated that the problems are sometimes with pack sizes and didn’t know whether once we went live with EPS2 this would correct some of the issues we face. |  |
| Patients who can’t get upstairs | Joe Taylor was asking if there is an alert facility within the computer system that informs receptionists when making an appointment if the patient is unable to get upstairs. Becky didn’t think there was anything but would check. | Becky to look into |
| Blood test requests | Hasu Tanna raised an issue when a patient had come for a blood test and there was no details of what test was required in her records. Patient was turned away. Becky explained that normal practice is for the Phlebotomist to contact the doctor who last saw the patient to get the details there and then to enable test to be taken. We wouldn’t want to turn patients away and have to re-book. |  |
| NAPPG | Claire Jackson mentioned that there were problems communicating with the NAPPG as they could not find us registered on their data base. Becky thinks this is something we may have to pay to subscribe to. Becky to check | Becky to look into |

Date of next meeting

Thursday 27th November 2014 @1pm

Venue: Manor Medical Centre