

## **PPG Meeting**

**Sat 28<sup>th</sup> January 2017**

**In attendance:**

### **PPG Members:**

**J Fergusson-Sharp, I obiorah, P Woof, M Smith, L Wilmott, L.Lings  
C Lawrence, M Martin, S Evans, W Walker, F Olomo**

### **Practice Team:**

**Dr Lia Cristofoli – Senior Partner  
Mandy Cole – QOF Officer  
Sonia Abbott – Senior Receptionist**

**Firstly thank you for all attending our second PPG meeting.**

**Overview of minutes from last meeting:**

**DNA's – Dr Lia read out our DNA Policy and advised that this is now implemented.**

**Cancellation Line – From the outcome of the first meeting, a cancellation line number will be coming in about two weeks. The members have asked for a message first explaining that this is cancellation line only and cannot book or rebook appointments on this line – F Olomo has agreed to help with the message. The members also asked if this can be put on our Web page. Also can posters be put up showing cancellation line number.**

**M Martin advised that she was having problems getting into our web page – Mandy agreed to email Maureen a link.**

**Positive Steps – Funding has now been approved and is coming to Gallions reach health centre and we hope to go live in March/April 2017.**

**Posters – Dr Lia advised there has been a slight delay in this. The members agreed for H/G for there to be an adults and children's wall. Lydia Lings has offered to help with this. Mandy will speak to the HCA's to arrange.**

**Confidentially – H/G is ok but at GRHC problems as patients/GP's can be overheard. The group will be glad to hear that new TV's have been bought**

and NHS England Manager Heather has agreed for these to be installed. This will be happening the end of February 2017.

Media Page – Twitter / Face Book – this is being looked into. The Members are worried that this will fill up with complaints and who was going to police this. The admin team will be looking into this and will give feedback at the next meeting.

Bloods Waiting area – Both Tinashe (Practice Manager) and Sonia went round to the blood area three times in the last week, twice with patients and once without. Agreed the area can be a bit stuffy. Once proposal is that we put 3 or 4 chairs just outside the doors in the main reception area, there is more air and then patients can choose where to sit.

Lia then spoke about the changing face of Gallions.

Earlier Start – We are not recruiting two new receptionists and we have current receptionists who have agreed to a 7.30am start. The Members have asked if these can be pre bookable only. Lia agreed.

Text Messages – On reflection this will cost the surgery an average of £12,000 per year, where emails are free. Therefore we are currently actively trying to get email addresses from patients to get this started.

Phone Lines – Lia explained that she is so sorry but these cannot be changed. But in the future we will be looking into increasing the number of pre bookables as Lia explained that each GP has a split clinic of Reception pre bookable, GP pre bookable and also Emis access.

The PPG members have asked that on the Emis access if there could be tick boxes put in place saying that they understand the DNA policy, if DNA an Emis appointment privilege taken away and shows cancellation line number.

Brief discussion among the group re charging to see GP.

Mobile Phone – Once again this has been looked into and unfortunately we cannot implement this as who is going to action it.

The PPG members have requested that we get patients charter – and at registration getting patients to sign this and add onto their records.

**PGD – Mandy explained that we need to send a report in and was asking the PPG which area they would like us to focus on for the next year:**

**The groups were- Clinical care**

**Reception**

**Access**

**Opening hours**

**The group chose Access and as per meeting agreed to the following being presented:**

**Active cancellation line**

**Laminated patients charter and GP charter**

**Email to increase access**

**Looking at policy for pre bookable appointments**

**Earlier start**

**Mandy will sent out charter and await feedback from the PPG group.**

**Next meeting: 10.30am open for a 10.45am start.**

**25<sup>th</sup> February 2017**

**25<sup>th</sup> March 2017**