

| **Anwell Group Practice**
Patient Participation Meeting
25th June 2014

Present: Dr Kim Ruddy - GP/Chair
Sonia Hehir - PPG Coordinator
DF - Patient
JC-Patient
ER-Patient
LB -Patient
AD-Patient

Apologies:

JW - Patient

1. Welcome, Introduction and Apologies

Sonia welcomed everyone to the meeting and advised all the Dr Ruddy would be late as attending a medical emergency

2. Recruiting new members to the group

We discussed ways that we could recruit new members to the group especially younger people. The group decided that we could try several ways to do this;

- Arranging an 'open meeting' ensuring this is properly advertised
- Targeting certain clinics, for example baby clinic where it was felt that there would be a higher group of younger people both male and female. It was agreed that a staff member would attend these clinics and talk to patients about the group and encourage them to join.
- Receptionists actively approaching patients in the waiting room to make them aware of the group and encouraging them to join.
- The group is aware that some people do not have the time to attend the meeting and do not have access to computers. It is important that we get the views of these patients, we discussed a trial of a comments box at reception - Sonia/Kim will discuss this idea with the partners.
- Members of the group putting up posters advertising the group where they live, at local groups they attend, local shops etc.

Action: Sonia/Kim

3. Patient Feedback

The group discussed feedback from patients on NHS Choices. They felt it was important to identify common themes within the feedback and how this should be dealt with by the practice. We briefly looked at feedback from the past year and it was decided that the group would go away and look at the feedback in more detail

Action: Group to review at next meeting- Oct

4. Wasted Appointments

JC (group member) was very keen to revisit this subject. Sonia provided information on wasted appointments for the month of May at the practice - 208 appointments were lost due to patients not attending and not advising the practice. We discussed the ways in which we could reduce this number and how we deal with patients who continually DNA their appointments at the practice. The group felt that all patients should be aware of the importance of cancelling unwanted appointments and the effect not doing so has on the service at the practice. The ways the group thought would be best to tackle this were:

- Having leaflets at reception
- Putting a message at the end of the appointment text
- Receptionists given patient a slip when they make an appointment
- Patients being given a leaflet on the practice DNA policy when they register

We also looked at how we deal with patients who continually DNS their appointments. It was felt that the best way to do this would be by sending out a letter to patient. The group gave lots of examples of how they think this letter should be worded and when it should be sent out, they also discussed the possibility of a second letter going to patients if the first letter does not make a change. Kim is going to discuss these ideas at the next partners meeting and bring back their views to the next meeting.

Action: Dr Ruddy

to discuss with partners Sept- discuss at October meeting

5. Identifying Local Services

The group had previously touched on the importance of identifying local services and events for patients. The practice has started to advertise and promote services and events intermittently with positive feedback. It was felt that this is something we continue and improve. One of things is how we decide on which services and events we promote and advertise. The group had many topics that they felt should be highlighted: Prostate Cancer, Depression, Cardiac problems, low vision and felt that these

would be good starting points. They recognised the importance of everyone registered at the practice should have the opportunity to nominate a service of their choice and for this to be promoted. The group discussed ways to make sure patients have the opportunity to nominate a service. It was agreed that as a starting point Sonia would email the virtual group, put notices up in reception particularly on the promotional board and table in the waiting area. It was also felt that it would be a good idea for receptionists to encourage patients to make suggestions. At the moment the board and table are changed on a monthly or weekly basis, depending on the service, we would look at how this is working at the next meeting.

Action: Sonia/Group- Oct

6. Staff News

Dr Ruddy advised the group of staff changes. The practice has recently welcomed to new receptionist; Murkila Blake and Amina Begum - both have previously worked within the NHS.

Dr John McGrath - GP registrar will be leaving us in August and two new registrars will be joining us then.

Dr Karina Upton will be on extended leave for six weeks over the summer months - Dr John Mcgrath will be staying on to look after her patients whilst she is away.

7. AOB

The group agreed that it would be a good idea to get feedback from the patients on how they feel the new system of telephone consultations is working. It was agreed that a small questionnaire would be send out to the virtual group. The results will be discussed at the next meeting.

Action: Sonia