

**Amwell Group Practice  
Patient Participation Meeting  
28<sup>th</sup> April 2015**

Present: Dr Kim Ruddy - GP/Chair  
Sonia Hehir - PPG Coordinator  
Aimee Carroll - Administration  
JW - patient  
RG - patient  
AD - patient  
JD - patient  
JC - patient

Apologies:

DF-Patient

**1. Welcome, Introduction and Apologies**

Dr Ruddy welcomed everyone to the meeting.

**2. Minutes of the last meeting**

Agreed

**3. DNA Appointment**

Sonia gave the group an update of DNA appointments. The patient letter that was formulated by the group will now be sent to patients who DNA 3 appointments or more within a 3 month period. We will continue to monitor DNA rates - Sonia will run a search in May and then again in August to see if this letter has had an impact on DNA rates. These results will be discussed at a PPG meeting later in the year.

Action: Sonia

**4. Staffing at the Practice/Patient Access**

In response to patient feedback that they felt there could be a delay in their calls being answered the practice has now employed another 2 receptionists. We have also re-allocated some work that receptionist have previously been responsible for to the new administration team of 2, we hope that this will ease the demands at the front desk which in turn should speed up responses on the telephone and at the front desk for patients. The practice has also employed a further two salaried GP's which we hope will reduce waiting times to see a GP.

**5. Prescriptions**

RG felt that when ordering repeat prescriptions on prescription line it is a long process. He felt that itemising each medication with dosage took a

great deal of time and that some patients could find this difficult. Sonia will discuss with the Practice Manager to see how we could improve this. Dr Ruddy felt that it may be a good idea to make patients aware of the different ways of ordering prescriptions and also the types of repeat prescribing available for patient on many long-term medications. Sonia will produce an information leaflet on this.

The group also felt that on many occasions there were problems with their repeat prescriptions getting to their local nominated chemist, this was something they felt had happened recently. Sonia will speak to the team at their administration meeting to discuss these concerns and see that things improve.

Action: Sonia

#### **6. Booking appointment with a GP/Nurse**

RG raised the issue of booking appointment well in advance. He said that it can be difficult to book a follow up, for example 4 weeks from the original appointment date. He found that often clinics were not on and that he had to keep calling until they were, often resulting in him missing out on the date (s) he needed. He also felt that more of an explanation from the reception team as to the reason for the wait would be helpful, for example advising patients if a doctor was on annual leave etc. Sonia would discuss this with the administration team at the next meeting. At present the practice puts clinics on a month in advance RG would like to be able to book at least 6 weeks in advance. Dr Ruddy and Sonia would discuss this with the partners and practice manager to see if our system could be changed. It was also felt being able to book telephone appointments 2 weeks in advance would also help with patient access with patients. Dr Ruddy would again discuss this with the partners and practice manager.

Action: Dr Ruddy/Sonia

#### **7. AOB**

Dr Ruddy advised the group that our nurse Karen Gibb has resigned her partnership but happily will be staying on at the practice as a practice nurse and that we are in the process of recruiting a new GP Partner.

Sonia asked the groups opinion on the proposed changes of 3 of our clinical rooms intended to make these rooms a better environment to be seen in and for clinicians to work in. The main changes would be in putting in new windows and lighting in the rooms. The group agreed with this proposal and felt the changes would be good for the practice.

**Date of Next Meeting - Tuesday 28<sup>th</sup> April - 6.30-7.30pm**

