

# City Way Medical Practice

## Minutes of the Patient Participation Group Committee Meeting held on Monday, 23<sup>rd</sup> April 2018

### COMMITTEE MEMBERS PRESENT:

Elizabeth Turpin	CM	Carol Austen	CM
Graham M Trice	CM	Jean Wahanchuk	CM
Linda Brailsford	CM	Brian Skinner	CM
Pam Jordan	CM	Chandra Tiwari	CM
Eric Dadd	CM	Alan Beresford	
Mark Goldsmith	CM	Anthony Jordan	
Chris Amey			

STAFF PRESENT: Dr Shastri

Kelly Temple – Practice Manager

	ACTION
<p><b>1. Welcome</b></p> <ul style="list-style-type: none"> <li>GMT chaired and welcomed everyone to this meeting of the committee members of the PPG. There were quick introductions and committee members were asked to identify themselves.</li> </ul> <p><b>2. Apologies</b></p> <ul style="list-style-type: none"> <li>Received from Jennie Sehra, Mrs Goldsmith, Vernon Hull and Dr Colbert.</li> </ul> <p><b>3. Approval of the minutes</b></p> <ul style="list-style-type: none"> <li>Minutes of the last meeting held on Monday 19<sup>th</sup> February were approved by the committee with the following corrections made; spelling of Chandra Tiwari and initials ED removed from 8.1 and replaced with “a patient”.</li> </ul> <p><b>4. Matters arising and outstanding from previous meeting</b></p> <ul style="list-style-type: none"> <li>It was asked if nurse appointments have yet to be added to online appointments. KT advised that she is waiting on training to be able to do this.</li> <li>It was asked if the active signposting has started – KT advised that receptionists have been given training about asking patients why they need an appointment. KT asked if PPG can come out and help explain to patients. All info expected by July and then KT can give a presentation to PPG to be able to share with patients.</li> <li>Appointments going live at midnight online. This has not yet been changed as KT needs the training. MG asked that when this is changed can it be staggered, so half go live at 7am and half at 7pm. ED spoke about GP making following up appointments and Dr S advised that this does happen.</li> </ul> <p><b>5. Chairman’s items</b></p> <ul style="list-style-type: none"> <li>GMT and ET attended last CCG Chair’s meeting. GMT has drawn up Good Practice in engaging patients handout. Asking PPG for 3 ideas from the list or preferably some new ideas. Feedback via ET on PPG email address.</li> <li>GMT also gave a handout on info for the next PPG chairs</li> </ul>	<p>KT</p> <p>KT</p>

meeting, which is on 15<sup>th</sup> May and committee welcome to attend but need to register.

- Dr S gave her support to a regular café with a charge for coffee and cake. Any money to be given to a charity, who we could hopefully invite along. ET keen to start this and has links with the Medway Neurological Network and other charities, will invite them along.

ET

#### **6. Update on meeting with Practice Manager**

- GMT advised that he and Et attended and discussed with KT late/early appointments – yet to be resolved as KT awaiting training.
- MG asked if in the interim could a locum be used to Saturday morning appointments. KT advised they are looking to recruit a clinical pharmacist – 4 mornings per week.
- Dr S advised that she has been doing extra clinics to try and ease demand. Nurse practitioners to graduate soon could be looking at recruiting.
- Afternoon appointments are very mixed – some pre-bookable, some booked by GP's for follow up, some urgent on the day. All practices have similar challenges with demand higher than number of appointments.
- Text reminders – could the number of texts sent out be increased – 1 week before, 1 day before at least. KT will look into. KT advised that if 2 DNA in 12 months they get warning letter, 1 more then they can be removed from the list. Unable to financially fine a patient. MG discussed getting people to actively confirm a text message reminder; although would not be monitored it would encourage patient involvement and responsibility.
- PPG statements need confirming and passing to KT to be put on the website.
- Data protection – members to resign, KT to provide a Data Protection Statement.
- Notices in waiting room needs attention. Many out of date. KT agreed but said it was a time/staff involvement issue.
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ET

KT

#### **7. News update an items from Practice Manager and GP.**

- Recruitment of clinical pharmacists.
- Lift – need structural architect quotes.

#### **8. Any other business**

- ED asked if when work is being carried out, can the fresh air ventilation be looked into with a contractor and there are NHS guidelines about this that air needs to be changed 4 times per hour.

#### **9. Date of Next Meeting**

- Monday 9<sup>th</sup> July 6:30pm