

**PATIENT PARTICIPATION GROUP MEETING
WEDNESDAY, 15TH APRIL, 2015
10:30 A.M.
Bawtry Health Centre**

Present:

Mr Daniel Blakey (Secretary & Acting Chairman) - DJB
Mrs Astrea Smith - AS
Mr Pierre Sagnia - PS
Mr Geoffrey Griffiths - GG
Mrs Linda Merryweather - LM

1	Apologies for Absence	Actions
	Sir Andrew Buchanan	
2	Minutes of the Meeting of Wednesday, 14th January, 2015 The minutes were agreed as a full and accurate account of the meeting.	
3	Matters Arising DJB enquired whether any of the group had utilised the Electronic Prescription Service. GG said he had signed up for this some time ago, but was still having to collect his prescriptions from the surgery. PS indicated he would like to become a dispensing patient. The Care Quality Commission will likely not be inspecting the practice at this time. They have completed this current round of inspections in the National Health Service Bassetlaw Clinical Commissioning Group, and it is unlikely they will return before July at the earliest. On a related note however, a regional inspector will be calling in on Thursday, 23 rd April to assess the practice's ability to provide Minor Surgery. They will also be interviewing Dr Andrew L. Perkins following his application to replace Dr Denis J.A. Stewart as the practice's Registered Manager.	DJB to investigate.
4	Practice News DJB informed the group that the Patient Participation Directed Enhanced Service has now been terminated, as the maintenance of a Patient Participation Group has now been incorporated into the practice's General Medical Services contract with National Health Service England. This means that the requirements to complete a survey and issue an	

<p>annual report are no longer effective.</p> <p>AS asked to confirm the practice's policy with regards to extended appointments and asking patients why they are coming to see a doctor. DJB responded that patients who wished to discuss more than one issue with a doctor were being asked to make double appointments to allow the doctor more time to deal with their problems. Likewise, the receptionists now ask patients why they are coming to see a doctor so that they can prepare in advance, although patients are under no obligation to tell the receptionist.</p> <p>GG asked how many patients make use of the comments box when making appointments via SystemOnline.</p>	<p>DJB to monitor and report back, together with a break-down of appointments by type.</p>
<p>5 Review of Patient Suggestions</p> <p>DJB provided the group with a list of comments and suggestions received from patients since the beginning of this year. A discussion followed as to the priorities for the Action Plan below.</p>	
<p>6 Action Plan</p> <p>We will review the process of calling patients into their appointments from the waiting room. At present we utilise a Jayex board with an aural alert. However, many patients do not hear the alert as it is indistinguishable from that used by the co-located Mayflower Medical Practice. There is also a lot of other information on the boards at the moment which reduced the impact of the appointment being displayed.</p> <p>We will therefore look at reducing the amount of information displayed using the boards and if possible, changing the tone of aural alert. We will also investigate possible alternatives to the Jayex board including a television scheme and accompanying system.</p> <p>We will report on all activities carried out on the basis of patient comments and suggestions, and will prominently display this report on both our practice website and in the waiting room for the benefit of those patients who do not have access to the internet.</p>	
<p>7 Any Other Business</p> <p>The group asked if the minutes of the meetings could be sent</p>	

out earlier, allowing them to review them before the meeting.

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Date of Next Meeting

Wednesday, 15th April, 2015 at 10:30 a.m.