

**MINUTES OF THE MANOR PRACTICE PPG MEETING
MONDAY 26th FEBRUARY 2018 AT 1 PM
HELD AT ASHFURLONG HEALTH CENTRE**

Present: Jo Twist, Sue Kay, Lindsay Higgs, Lynne Jackson, Elaine Joiner, Andrew Pike
Julie Miller (PM), Anna Cinar

1. Apologies: Tom Forrester, Dr Nigel Speak, Marie Hendrick,
Non-Attendees: Gordon Barber

2. Matters Arising

Minutes of previous meeting approved and signed as a true copy.

3. Appointing Committee Members to PPG

Following the last meeting in January, emails had been sent out to the virtual group and to existing PPG members to ask for nominations but to date there had been no volunteers to take over the Chair or Vice Chair position.

SK suggested that existing PPG members took on a role each to make the running of the PPG easier and to take pressure or any one person to which the other members agreed.

**SK offered to keep the PPG memo boards updated at both sites;
AP & EJ offered to help patients with the new check-in screens when required;
JT offered to be the recipient of website PPG email queries & respond accordingly
LH agreed to prepare flyer signposting patients to dementia support groups.**

JM and members agreed the way forward with the PPG and recruitment is probably through the virtual group and Practice website. JM agreed to speak to web designers to see if the website can be developed further and a filter added so that emails relating to the PPG or virtual members are directly sent to a nominated PPG member for action.

**JT offered to be the recipient of website PPG email queries & respond accordingly
JM to liaise with web designers in this regard**

AP raised the question of text messages to notify patients about the PPG and general news and updates and asked whether a message could be sent out to patients directing them to view the website. JM confirmed that this should be possible through "iPlato" which was already in place.

4. Dementia Awareness Event

It was agreed that the dementia awareness event would need to be postponed for the time being. However, LH agreed to prepare a flyer for patients signposting them to various dementia support groups. JT was concerned that DM had already liaised with speakers and collated information for the event. AC agreed to email DM to ensure nothing had been confirmed as yet.

**LH to prepare flyer and email to Anna for circulation within the Practice
Anna to contact DM**

5. AGM

The committee agreed to cancel the AGM scheduled for 12th March 2018 and postpone this until September 2018.

6. Practice News

Staffing

Dr Mira Pattni is now working at James Preston one day a week on Fridays.

Dr Caroline Wall is leaving this Friday for her maternity leave.

Dr Rosalind Goodgame is a new female GP, due to start with the Practice on 28/3/18.

Telephone System

JM confirmed that a new telephone system was due to be installed soon and once this was in place, she intended on moving the phones from Ashfurlong front reception to upstairs for confidentiality and so that reception staff could concentrate solely on visiting patients.

LH suggested the new telephony system incorporate a message for patients advising where they were in the queue to be answered. JM confirmed that this would be a much more sophisticated system and would take this into account.

Patient Check-In Screens

JT raised the question of when the new check-in screens might be installed and JM confirmed that this should be next week and that they would be able to be programmed to ask simple patient questions e.g. do you smoke for the benefit of patient care. JM also mentioned that new signposting had been ordered to help direct patients to doctors and nurses rooms.

**AP & EJ agreed to help direct and show patients
how to use the new check-in screens.
Anna to email AP & EJ as soon as
the screens have been installed.**

Rolling Screens

Members agreed that the rolling screen was a good way of getting messages over to patients but felt that the current information was in need of update. JM confirmed that she had asked for a quotation to upgrade the rolling screens but had not chased it recently. SK suggested that if the information on the rolling screens was to be updated, it would be an opportunity to invite patients to become members of the PPG.

JM to chase quotes

Harmonisation of Sites

AP brought up the subject of why patients could only book appointments at the site they were phoning or there in person and felt it would be extremely helpful for patients to be able to phone for example James Preston and if nothing available, be offered an appointment at Ashfurlong to be booked on the same call. JM replied that the two sites were run quite independently and that to organise this was actually more difficult behind the scenes than it seems. However, JM confirmed that it was her "mission" to bring the two sites together to run more in line as one Practice.

Triage Service

JM reiterated how successful the telephone triage service was proving to be which was collaborated by JT who had personal experience of how efficient this had worked recently resulting in an efficient admission to hospital and thanked Dr Hewett in this instance.

7. Any Other Business

JM suggested we aim to hold another coffee morning to recruit members to the PPG later in the year but this time at both sites during a Saturday morning flu clinic as this seemed successful last year. AP asked whether patient email addresses collated from the coffee morning last year had been loaded onto patient records. **Anna to chase this**

LH raised the question of how to book the Nurse Practitioner appointments as these were not available to book on-line. JM explained that these appointment slots were filtered by the GP's via the triage system as the nursing slots were allocated different times depending on what they were seeing the patient for.

LH also raised a query about repeat prescriptions and described an incident where she had ordered two items on-line but had 8 items delivered, ie the whole of the repeat script. JM explained that it was important to tick the items required rather than writing them to avoid any errors in future but would look into this in more detail as well.

After the meeting, Lynne notified us of her wish to resign from the committee. We wish her all the very best.

11. 2017 PPG Forthcoming Meeting Dates:

30th April 2018
