



**CLIFF HOUSE
MEDICAL PRACTICE**

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Minutes of the PPG Meeting Held 20 May 2019 at 17:30

Present – TM, EA, MS, CK, JM, AS, PR, RP, WH, MB, RL, DS

Apologies - RP (Research Governance Lead)

Matters discussed	Actions
<p>Minutes from the last meeting were agreed.</p> <p><u>Staffing</u></p> <p>The Practice has taken on another apprentice receptionist/administrator who has had 1 month training and is now working independently.</p> <p>The Practice now has Federation Pharmacists working Tuesday and Wednesday – James and Paul and they will rotate with other practices in the Federation. They are in addition to Shiraz, our existing Pharmacist. RP asked if there would now be more appointments as a result of this, EA explained that they were not all at the same level of ability currently. James and Shiraz can prescribe but Paul is not yet qualified to do this, but he will be at a later stage.</p> <p><u>Patient Survey</u></p> <p>MS thanked all those members of the PPG for their help in preparing the survey and for being present in the Practice during the period in which this was carried out. MS explained the contents of the survey and the action plan.</p> <p>JM mentioned that even though the Practice has the Check-In screen it may be more personable if reception staff were to acknowledge the patients as they arrive. This was agreed.</p>	

The results with regards to being able to get through to the Practice on the telephone were discussed and MS shared the problems with the system supplier. MS will contact them again to ensure that the overflow of calls automatically get transferred to Gresham St to try to improve patient experience.

It was suggested that the Practice changes the welcome message to remind patients that they can book appointments online, MS will speak to system supplier to initiate this.

MS

The number of online appointments was discussed and it was agreed that these would be increased.

MS

TM suggested that it may be worth seeing if an SMS message can be sent to those patients who have booked online, MS to look into

MS

Primary Care Network/Federation

EA discussed the above in detail. The Federation applied for one network even though the list size is over the suggested figure given. Government stipulate 50k patients in PCN but ours is 75k. This is yet to be approved by CCG. PCN will have two clinical leads to job share. PCN is for population coverage

EA advised that 4 CCGs have now become 1.

111 Booking Appointments

111 now have access to book appointments on Federation system at weekends and Bank Holidays

Calling Patients from Waiting Area

AS shared with the group his experience of delay in seeing the GP and how patients are called through by the GP for their appointment. First names were used but this has caused some confusion with names sounding familiar. CK mentioned that each clinician is different - some use first names, others use surnames. MS will obtain feedback from reception team with regards to this.

MS

CK

AS also added that patients need to be made aware by reception team if a clinician is running late, CK stated that she would share this with members of reception team to ensure patients are informed.

MS will change settings on Check-In screen to show patients approximately how long they have to wait and see if this helps.

MS

Patient Council

MB attended above meeting in January and fed back to the Group.

PALS looking for more volunteers.

A presentation was given on Pain Management which he felt was good and well received. It was felt that there needs to be consistency in pain management, that new methods are not always taken on board and GPs need events too.

Health Conversations was discussed and events planned for the area in February, still in preparation

NHS Long Term Plan was discussed including self-help, hospital, A&E, services and transport

Online appointments were talked about, also Facebook access

Any Other Business

PR mentioned Brexit and how this would affect the Practice with regards to stockpiling etc. MS is in the process of devising a protocol to be kept alongside the Business Continuity Plan which covers Brexit.

RP asked about the reauthorisation of repeat medicines when ordering online and the fact that patients are unable to order if one drug needs reauthorisation. This is being looked into to ensure that this reauthorisation takes place during the previous month to allow patient to order without problem.

Next meeting – 16/9/19 5:30pm