THE MATHEWS PRACTICE

PATIENT PARTICIPATION GROUP

Minutes of the meeting held on 16 March 2018

Present: Five members attended the meeting.

Apologies: There was one apology for absence.

CQC Inspection

The Practice was having a full CQC Comprehensive Inspection and a member of the Inspection Team asked if she could talk briefly to PPG members prior to their meeting. Members agreed and were asked about the meetings they had had with the Practice since the previous CQC inspection in February. One meeting had been held in this period and this was to re-launch the PPG. It was noted that three new members had joined the PPG. The CQC Inspector reported that substantial improvements had been made within the Practice in response to the concerns cited in the last Report and the CQC was hopeful that the Practice would come out of special measures.

1 Welcome new members

A new member was welcomed to the meeting and was thanked by members for his interest in joining the PPG.

2 Minutes of last meeting

The minutes of the meeting held on 2 February 2018 had not been circulated to members and copies had not been brought to the meeting. The minutes would be circulated by email to members and would be agreed at the next meeting.

3 Update from the Practice

The new Assistant Practice Manager introduced herself and explained that she would be leading the meeting because the Practice Manager was involved in the CQC Inspection. It was noted that the GP member of the group was off sick and another GP was not available to attend.

4 Approval of Terms of Reference, Constitution and Ground Rules

As new members had not seen copies of these documents this agenda item was deferred until the next meeting. The Assistant Practice Manager would circulate these documents to all members by email. Members were asked to email comments / feedback before 20 April 2018 to the Assistant Practice Manager. Once approved these documents would be placed on the Practice website.

5 Discussion about DNA's / Consideration of DNA statistics

The Assistant Practice Manager had prepared a PowerPoint presentation showing DNA statistics for the last six months (September - February). A copy of the PowerPoint is attached to these minutes.

The following points were noted:

* weather tends to affect attendance
* there are a higher number of DNA's occurring for GP appointments
* since November 9% of appointments were not attended, which is a total of 2,038 appointments, resulting in 796 hours of clinical time wasted, which is a cost to the NHS of over £65,000

The Practice is taking the following action to try and decrease DNA's to 5%.

* Posters will be placed on PPG notice boards showing monthly DNA statistics.
* Reminder text messages will be sent to patients when they book an appointment and on the morning of their appointment via Mjog. Mjog will be operational in a few months time.
* Introduction of new DNA warning letters which will be in 2 stages. One to explain the consequences of failing to attend an appointment without a valid reason and a second letter to patients who have not attended 3 appointments in 6 months informing them that their names will be removed from the Practice. Exclusions to this will include palliative care patients, patients suffering from dementia, patients with mental health problems. The Assistant Practice Manager will discuss this proposal with NHS England and the CCG to ensure that the introduction of the new letters will not breach any rules.

The following points were suggested by members:

* Currently the SMS system is not working. It was suggested that resource should be put into Mjog rather than try and fix the old system
* Prior to the new system being implemented receptionists should try and check and update patients mobile numbers where necessary on patient records
* On-line services for patients to change their records should be proactively publicised but also the Practice should publicise that changes to a patients records can be made by asking reception staff, including changes to mobile phone numbers

6 Patient Survey

A copy of a proposed Patient Survey for April 2018 was circulated for comment. Members felt that patients may not use or understand the word 'clinicians' and this wording needed to be considered before the survey was circulated to patients. It was also commented that the Survey would not distinguish between the different roles within the Practice (i.e. Between GPs, Specialist nurses, and other clinical staff). TheAssistant Practice Manager would consider the suggestions. Members were asked if they were available to help promote the GP Survey in the waiting areas during April.

7 Any other business

i) PPG website - It was noted that the agenda, minutes of the meeting and the PowerPoint presentation should be placed on the PPG website once the minutes had been approved.

ii) Calendar of Events - The Assistant Practice Manager suggested that the topics to be discussed by the PPG and any events should be publicised on the PPG notice boards inviting patients to attend the meetings. It was noted that new members were required to sign a Confidentiality Agreement which was part of their members pack. Publication of a Calendar of Events would be discussed further at the next meeting.

iii) Revised Information Booklet for the Mathews Practice - a draft was circulated and members were asked to comment on the proposed new style. Members to send comments to the Assistant Practice Manager by 20 April 2018.

8 Date of next meeting

Friday 27 April 2018, 5.00pm, Belgrave. Carers were the topic suggested for discussion at the next meeting.