

PPG Meeting

Date

Mon 07 Oct 15:00 - 16:00

Confirmed attendees

Alison Phillips, Jenny Inness, Andreas Kyrris

Other Attendees

Diana Chandler Trevor Purrington Alfie Abdul Rahman

Details/Agenda

- Matters arising from the minutes of the previous meeting
- Staff changes (AK)
- Friends & Family (AK)

Minutes

Apologies received from Vivien Sieber and Della Sar

1. Introductions

2. Minutes of last meeting reviewed. AK apologised that the original minutes cannot be found and so AAR kindly created the current copy from memory and was able to expand on some of the points.

3. Staff changes - a list will be sent to AAR to update the website. Dr Reeves returns next week. Dr Evans has finished her long-term post but may be back as a locum in future. DC expressed her positive experiences of seeing Dr Evans. Dr Rayner stays on permanently. Dr Yusuf has stayed on after her training year. Dr Jenkin has returned from maternity leave.

One of our nurses Kerry Riley was with us for a short time before leaving for another post. She has been replaced with a locum nurse initially.

Adina Josephs now works at the practice full time.

Megan Phillips is a new HCA.

Jenny Inness will be moving into quality improvement and maintenance role soon.

4. TP asked whether Dr Reeves could put on a talk about her time away. We also discussed adding a news item to the website and adding a link to her blog.

5. Community pharmacy appointments are available on patient access online. The group were unsure about what these are for.

6. Friends and family. Percentages of patients recommending the practice remain in high 80s/90s consistently. Second question was changed several months ago to 'what went well?' and whilst this has generated some important positive feedback for the staff, it is not feeding in to what we can look at to change or improve. This was discussed and the practice will look to change the second question to help get more specific/useful feedback. This could be done by team, e.g. how did you find your experience with our patient care co-ordinators; is there anything that could have improved your appointment with (clinical member of staff)?

7. Patients not attending appointments (DNA or did not attend). Significant problem for all practices. AAR ran a project calling people up to find out why they DNAd. One request was for the text reminder to come a day before (which has already been actioned so now 7 days before and 24 hours before). AK has already written a protocol with 3 letters to be sent out with de-registration for patients who do not cancel their appointment 3 times without good explanation. See action points

8. Health walks. Started last week. Every Thursday at 10am.

9. DC: could the chairs be moved to face the waiting room monitor as currently not easy to see.

10. Proposed next meeting: Monday 13th January 2020 at 3.30pm (please note later time)

Actions

1. AK to send list of staff changes to AAR
2. AK to ask MR if she will give a talk about her time on sabbatical/blog/write a news item
3. JI/SA/AK to change second F&F question
4. DNA protocol JI/AK/CR to look at implementation - review letters, add practice policy to website and front desk
5. DNA - AAR will add video to waiting room monitor. DC suggested using nudge theory, e.g. 90% of patient managed to cancel their unwanted appointment last month which resulted in X number of appointments being made available and reducing our waiting time by Y.
6. Health walks - soft copy to AAR to put on website.
7. Health walks - facebook page for East Oxford - AK to email Tom Templeton at SBMC who is a GP who has been involved in the project.
8. Move waiting room chairs to face the TV monitor