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| **Date** | 17/10/2019 | **Time** | 18:00 |
| **Meeting Chairs** | Samantha Timlin – Practice Manager (ST)  Danielle Caswell – Regional Manager (DC) | **Note Taker** | DC |
| **Attendees** | 7 patients of Falmouth Road Surgery  Justyna Lisiecka – Assistant Practice Manager | | |

**KEY INFORMATION**

**Next North Southwark PPG 13th November 2019**

Next PPG meetings;

14th January 2019 at 6pm

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| **Action Tracker** | **Date of meeting** | **Owner** | **Status** |
| Same day access audit to check what time the last same day appointment was booked over a 2 week period (telephone consult or face to face consult). To be shared with the patient group.  **This has been completed by ST over a 4 week period. An issue with access was identified on a Wednesday, a locum GP has been put in post for a Wednesday evening until a substantive post can be filled. Attached.** | 30/07/2019 | ST | Closed |
| Arrange a specific patient meeting regarding the appointment system and access to services before the next PPG meeting  **This would be scheduled on a Thursday morning before the next PPG meeting and Dr Ali would attend, this meeting would be 1 hour long. Patients agreed that this was a time that was ok for them. JL to arrange, ST to attend.** | 30/07/2019 | JL | Open |
| Noted action points to go towards the end of the meeting, there should also be an outcome/update section and a target date where appropriate. | 30/07/2019 | DC | Closed |
| Implement clinician specific FFT cards at the practice | 30/07/2019 | ST | Closed |
| Add meeting minutes to the practice website in good time | 30/07/2019 | ST | Closed |
| Future meeting dates and agendas to be uploaded to the website in good time, a link to share the agenda to be sent via SMS prior to the meeting | 30/07/2019 | ST | Closed |
| Arrange a digital workshop for the new website when it is launched and the NHS app.  **Awaiting implementation of the new website.** | 30/07/2019 | ST | Open |
| Look into additional signage to include opening hours and contact information for when the surgery is closed  **An A3 lockable noticeboard has been installed. Patients were asked what should be in there. Patients asked for the information about opening hours and contact details for the practice. They did not feel there was a need for any other additional information as it would become too busy. Poster to be completed and displayed.** | 30/07/2019 | ST | Open |
| As a practice think about how we can record patients preferred method of communication.  **Update:** Using the practice EMIS system we are now actively asking patients if they would like to be communicated with via SMS. New patients preferred method is already recorded using our registration form. We will continue to find ways of recording this and ensuring that the preferred method is first line. This is an ongoing project. |  | ST | Ongoing |
| The patients were informed that we do have a leaflet about referrals available at reception which does offer some of this information to patients. These will be made readily available in the clinical rooms. | 13/11/2019 | JL | Open |
| Create a noticeboard with information about the clinical team, their photograph and a short bio. | 13/11/2019 | JL | Open |
| Practice website and noticeboard – when the new website has been implemented the surgery and the patient group will work towards improving this information. In the meantime they will display information about the local services in the waiting area. | 13/11/2019 | JL | Open |
| Evening and weekend appointments are already available to patients, the patients in this group were not aware. The surgery will work towards advertising the evening and weekend appointments to ensure patients are aware that this is access that is available to them. | 13/11/2019 | JL | Open |

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| **Agenda Item** | **Discussion** |
| **Introductions** | All patients and staff introduced themselves  Justyna was introduced as the newly appointed Assistant Practice Manager of Falmouth Road Surgery. Justyna has been working as a Healthcare Assistant at the practice for some time, over the last 12 months has been on an AT Medics Next Generation of Managers course and has been successful in her application to the post. ST and DC expressed that she is a great asset to the team and encouraged patients to liaise with her over any concerns. |
| **Matters arising from previous meeting minutes** | *See update in action tracker above* |
| **New Telephony System** | The surgery implemented a new telephony system run by Xon at the end of August 2019. This was in response to the poor system previously experienced by patients and staff of the phone lines dropping out and being of poor quality.  Patients were asked if they had called the surgery since the implementation. One patient had, they found it to be useful as they were advised where they were in the queue. On one occasion they were advised they were first in the queue and the phone was answered a few seconds after. Patients impressed with new service.  Managers confident that this new system will vastly improve patient experience. |
| **What would we like to achieve as a Patient Participation Group?**  **Group work Feedback** | DC advised the patients that the reason for the exercise was to establish what was important to them with regards to the services we provide. The aim was to have some clear actions for the practice to take forward to improve patient’s experience.  Due to the number of attendees, this exercise was done in one group and patients were asked to rank some suggested areas of improvement and fill out their own suggested areas on blank slips to be included in the ranking.  The other areas that the patients ranked in their top 5 were;   1. Having more information about the clinical team. Such as where they studied, what their special interest is and how they travel to work 2. Evening and weekend appointments 3. Information available on the practice website and a dedicated noticeboard regarding local services   2 patients raised the following areas of improvement that were important to them and that they felt would improve patients’ experience. These were;   1. Patient representative volunteers – to sit in the waiting room and direct and advise patients about local services 2. Having information about referral waiting times and pathways – patients had some poor experiences with the referral waiting times and their expectations of what would happen once they were seen in particular departments **the patients were informed that we do have a leaflet about referrals available at reception which does offer some of this information to patients. These will be made readily available in the clinical rooms.**   Patients had a long discussion about why these areas were important to them, they were then given 2 votes to put towards the area’s most important to them. After the voting commenced the ranking above was established and it was agreed that the surgery would work on the top 3 areas.  **Actions from group work;**   * Create a noticeboard with information about the clinical team, their photograph and a short bio. * Evening and weekend appointments are already available to patients, the patients in this group were not aware. The surgery will work towards advertising the evening and weekend appointments to ensure patients are aware that this is access that is available to them. * Practice website and noticeboard – when the new website has been implemented the surgery and the patient group will work towards improving this information. In the meantime they will display information about the local services in the waiting area. |
| **AOB** | None |

