

**Culverhay Surgery
Patient Participation Group
Minutes of Meeting held:
Tuesday 16th May 2017**

1) Attendance from Practice:

Caroline Pearmain – Practice Manager
Claire Bennett – Administrative/Receptionist/Student

2) Attendance from Members

Michael Sykes (MCS) Gwen Bridges (GB) Christine Kocik (CK) Jenny Dadd (JD) Robert Maxwell (RM) John Bridges (JB)

Apologies:

Peter Beresford(PB) Dave Johnson (DJ) June Kent (JK) Graham Cook (GC) Scott Bryce (SB)

3) Welcome:

MCS Chairman opened the meeting with a warm welcome to members and introduced Claire Bennett who came to talk to us about a Diploma Course she is completing in Practice Management. She plans to research, better understand and find solutions to manage patients who book appointments but do not attend. Known as DNA. The figures for the period 1/2/17 to 1/4/17 indicate that DNA account for 1% of the total of booked appointments which amounts to 181 DNA appointments totalling some 36 working hours of health care professional time.

Claire was asking if the PPG might be able to assist with updating records of Patients mobile and landline numbers and where possible of email addresses by offering to the surgery a few sessions for a short period similar to when the PPG was involved in raising the awareness to patients about the practices on line booking and prescription service.

Claire explained that some people were persistent DNA offenders which caused problems when they would arrive at the surgery later in the day wanting an emergency appointment. She also talked about the need to adopt a positive, educational role toward tackling the problem.

Claire was also looking for any suggestions from the group that might be considered in her action plan. Suggestion included posters detailing those that did attend as the main focus. JD asked about how the receptionists interacted with the repeat offenders to make sure that their details were up to date but this was not always possible as there are different screens used. JB asked if people booking too far ahead might be causing problems for some and it was acknowledged that this might occasionally be the case. GB suggested that some of the DNA might be health, memory, transport, communication system or age related and Claire said that this was all being considered but that in the main the DNA cohort were in the younger age bracket. MCS asked if people rang

up when they realised they had missed an appointment - some did some didn't. There will be a system of 3 DNA letters to patients and evaluation at 6 months to establish the effectiveness or plan a different action. In some cases patients may only be offered the next available appointment. In the longer term the project would be evaluated and then reviewed annually. GB agreed to minute the request for attendance by PPG members for sessions and ask for PPG members to contact her of their willingness to attend and arrange with CB dates that we could attend. CP advised that there will be a template for updating of the mobiles and asked if at the same time we might be able to talk to people about the online access. Potential dates would be Tuesday or Thursday in June/July.

Action: Members to let GB know availability as soon as possible.

GB to liaise with CB & CP

4) Adoption of the AGM Minutes 18th April 2017.

Minutes were adopted and signed by Chairman MCS). There was one query under AOB about IT equipment for Hawkesbury, possibly in the voluntary day service so people could access a computer and also that we could attend as PPG members to assist with helping people sign onto the system and possibly fund raise. DH said that he would revisit this.

Action: GB to pass to KH

5) Matters Arising:

- Photographs for surgery PK BO to be rearranged and neither were present at this meeting, together with SB already arranged for June.
- MP has said that he would let us have a copy of the Newsletter from Minchinhampton Surgery. CP suggested that we just go onto their site to view this. CP confirmed that Culverhay could do an email to online patients.

Action: MCS to rearrange

6) Surgery Update – CP

Staffing

- Dixsa has now started working 15 hours per week on a Tuesday and Wednesday morning. Past experience is not in primary care and Dixsa will be attending a 6 month course-New to Practice Working to support her development into the practice. She has worked as an inpatient nurse and done research at Southmead around diabetes. Dixsa will be wearing a navy blue uniform. She is settling in well.

Action: GB for next meeting

Building Work.

Has been delayed by about 4 weeks. The work is out to tender the documents need to be completed and returned by 31/5/17. The time scales of 16 weeks are do-able for the work. As 66% of the finding comes from the NHS quite rightly they are looking to invest wisely with the public purse and ensuring that due diligence and best practice is being observed. This can be slow but very necessary.

7) Newsletter:

There had been no further update or communication from since the last meeting when it was suggested that a meeting with MCS, GP, GC and DJ be arranged. GB had sent out emails to all concerned. GC called MCS before the meeting to apologise for absence, he had not heard from GP but was happy to be “a roaming reporter” if still required.

After some discussion GB would hand over her file with all the latest information to CP and email updates on the original draft newsletter. CP & MCS would therefore oversee the first newsletter. CP would approach KH to do any publishing work that might be needed. the administrative work. We have enough content to send out the first issue – Summer 2017 and will aim for a 1st June DEADLINE!!

Action GB to send over information to CP asap. MCS to liaise with CP

MCS said that he was happy to be involved, as was CP and GB said that she was prepared to help out when needed.

8) Any other Business:

GB enquired if the cyber attack had affected the surgery and CP reported that it had not. The surgery has windows 10 and it is believed that those below windows 8 were affected. IT services are managed by CSU, Commissioned Support Unit an outside company who offer support etc.,

9) Confirmation of Next Meeting:

20th June 2017 at 6.45.

Signed
Michael Sykes - Chairman

Dated.....