***Dr H W Orridge St John’s Group Practice***

***Dr S J de Groot Greenfield Lane***

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**Patient Participation Group Meeting**

**Wednesday 26 November 2014**

**Attendees:**

Diane Goddard (DG) (Assistant Practice Manager)

Sue Bullock (SB) (Reception Manager)

Carolyn Smith (CS) (Admin Clerk)

Mr J Lilley (JL)

Ms H Smith (HS)

**Apologies:**

Mr H Ellis

Mrs I Allan

**Website Group Members:**

Mr G Northover

Ms F Campbell

Ms P Cutts

Ms G Shillitoe (new member)

Mr R Cutts (new member)

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|  | **ACTIONS** |
| **1. Matters arising from 22.10.14 meeting**  CS reported that staffing issues in Reception had been resolved following the return of several staff from long term sickness. It was therefore hoped that issues raised in previous meetings regarding Reception, i.e. the telephone being answered on the front desk and not in the back office and targeting individual patients who may be interested in joining the PPG, could be moved forward. SB to monitor situation and report back at next meeting.  Following on from HS’s enquiry last meeting as to whether it would be possible to site an extra workstation in the back of the Reception area DG commented that this would not be possible due to a lack of space. However DG did state that even though all the Reception staff were back at work it was possible for staff to undertake Reception duties away from the Reception area, e.g. scanning, checking blood test results, printing prescriptions.  HS enquired as to whether a decision had been made regarding publishing a Practice Newsletter following on from the draft that she had submitted. DG commented that this was currently with the Practice Manager and that she would chase this up and report back at the next meeting.  With regards to making more appointment slots available in advance a discussion took place regarding yellow slots available to book on-line. Previously these slots were only available to book two days in advance but patients registered to book appointments on-line could book these appointments at any time. | **SB**  **DG** |
| 1. **Practice News**   CS reported that both Hannah Smith (temp Receptionist) and Erin (Medical Student) had now left the Practice although Hannah would continue to attend the PPG meetings as a patient representative. |  |
| 1. **Priorities**   **Survey**  CS reported that the annual Patient Survey had been completed and that the results had been circulated to PPG members. It was noted that we had received a greater response this year with 375 surveys having been completed this year an increase of 51 compared to last year.  DG reported that it was pleasing to see that the Practice had improved in most areas covered by the survey in comparison to last year’s results however although we were moving in the right direction there was still work to be done. JL felt that the telephone queuing system that had been introduced following comments received from previous surveys had helped to improve the service provided.  SB wished to thank Reception staff for their work in pushing the survey and was pleased that there had been an increase in completed questionnaires.  CS will upload the results of the survey onto the website and produce copies to display in the Waiting Rooms.  It could be recorded that this Priority area was now complete.  **DNA**  JL had queried at the last meeting whether it would be possible to send letters to patients who had missed 2 appointments instead of current waiting until they had missed 3. DG stated that this would not be possible as it would mean a change to the Practice protocol. CS commented that letters had started being sent to patients who had missed 3 appointments however this was something that HS had been co-ordinating so DG suggested that it might be something that could be taken on in Reception now that they are fully staffed.  **PPG Membership**  CS reported that there had been a further increase in membership numbers since the last meeting. Gill Shillitoe (Practice Manager) and Rowan Cutts had expressed an interest in joining the on-line group. Although it was pleasing once again to report on an increase in PPG numbers it is still important to try and keep recruiting new members. SB would look at targeting individual patients that may be interested in joining.  It was disappointing that when comparing the number of patients who had completed the 2014 Patient Survey who were aware of the PPG compared to 2013 there had been a 4% drop. DG reported that a New Patient pack was currently being put together and a leaflet explaining how the PPG works and inviting new patients to join could be included in the pack.  HS suggested that a leaflet detailing what on-line services are available and information about the PPG could be included in a handout that could be attached to the back of prescriptions, Vision on-line forms, etc. | **CS**  **SB**  **DG**  **DG/CS** |
| 1. **Any Other Business**   HS asked whether it would be viable to install an extra phone line to accommodate the number of calls received. DG stated that this would not be necessary as she had researched similar patient list size Practices and that they managed adequately with two phone lines. The staffing system favoured in these Practices were that two members of staff working in the back would continually answer the phones and that now our Reception is back to full staffing levels we would be able to see if this worked for us. SB to report back at next meeting.  SB reported that the Jayex patient checking in machine was still not working however a part had been received and she was awaiting a visit from the engineer to fit it.  DG reported that starting from 1 December 2014 patients would be asked to complete a Family and Friends survey which basically asks patients whether they would recommend the Practice to family and friends. Surveys can be completed whilst at the Surgery and posted in the boxes situated in both Waiting Rooms or can be completed on-line with results being published on the NHS England website. | **SB**  **SB** |
| 1. **Date and time of next meeting**   Wednesday 28 January 2015 starting at 12 noon. |  |