

## PATIENT PARTICIPATION GROUP MINUTES 04.10.18

### Meeting held at Victoria Health Centre

**PPG Members Present:** Cath Verhoeven (Chair) Debs Main (Secretary), Bill Brown, Anne Hardy, James Pam, Martin Rudge, Patricia Graham, Tony Wright, Robin Taylor, Ann Taylor, Christine Roach, Barbara Kendal.

**Present on behalf of the Practice:** Dr Mawji, Dr Elias.

**Apologies:** Dr Nightingale, Catherine Gordon (Practice Manager), Pam Husband (Deputy Practice Manager), Tryphena Anderson, Sue Clague, Alan Wilson, Agnes Gardener.

1. **Ratification of Minutes** - Minutes of Meeting on 12.07.2018 were ratified.

#### 2. **Matters Arising:**

- a. **Carers Event:** The practice has captured only 101 carers on their register of carers to date. Pam Husband is addressing this issue, an effort is being made to ask patients if they are carers when they attend the surgery. The recent carers event held on 25<sup>th</sup> September had 1 carer in attendance; there was a poster advertising the event in the waiting rooms but the text message inviting carers did not get sent out in error. More advertising on website, in the waiting rooms and by text needed for future is needed. Future Carers events on: Tuesday 23<sup>rd</sup> October & Tuesday 27<sup>th</sup> November at Mapperley Surgery.
- b. **Dr Mawji's 100k Run:** Raised £2,500 and he is considering whether or not to do the event again next year!
- c. **Medication Review Survey:** MJOG is up and running now so survey will be sent out for patients to complete.
- d. **Apologies:** a few members of the PPG reported that their apologies are not getting through and being recorded on the minutes. CV will check emails and DM will ensure they are recorded.

3. **Phone System:** Dr Mawji reported that he is extremely dissatisfied with the current BT system and 2 alternative companies have presented and demonstrated their systems this week. They are cloud-based systems offering more control, more data, better call queuing with comfort messages informing of position in the queue. It is half the cost of the BT system and could be in place in the next 6 weeks.

4. **Information Screens:** Dr Mawji reported that the practice is unable to implement an information screen at VHC as they lease the building and are not allowed to under the terms of the lease. He is still keen to have an information screen at Mapperley surgery but other issues have taken priority.

5. **MJOG update:** Dr Mawji reported that MJOG (the appointment text reminder service) is up and running and has significantly reduced the incidences of DNA (did not attend).

All patients over the age of 16 will now receive a text confirming their appointment within 24 hours of this being booked. As some appointments are booked in advance a further reminder will be text to you 24 hours before the appointment time. When you receive the reminder if the appointment is no longer convenient then you can cancel this appointment via a text reply.

6. **On Line Registration:** CV reminded the group that you can now register for on line service. These include the ability to book routine appointments online, to request repeat prescriptions and to view your summary medical record including past and current medications and recorded allergies. You can register for these services by visiting your surgery and speaking with one of the receptionists. You will need to bring with you photographic identification (passport or driving license) and one other form of identification confirming your current address. However Dr Mawji did mention that if you do not have a passport or driving licence your application would still be considered.
  
7. **Patient Complaint Themes:** (Pam Husband was to speak on this item but was on holiday. Dr Mawji reported in her place) The practice experiences a small number (up to 10) of formal complaints per year. It continues to receive informal complaints with themes such as patients having phone problems and getting appointments. The appointment issue has been helped with GP Plus offering evening and weekend appointments and the service is being well used. The recent IPSOS Mori results also highlighted the phone problems and this should be addressed once the new system is in place.
  
8. **AOB:**
  - a. **Practice Pressures:** Dr Mawji stated that pressures on the practice continue but change in nature with issues such as funding and an increasing elderly population being at the forefront. The practice has not closed to new patients, as there are financial penalties for doing so. Access to services in the City and County should change with the planned mergers of the CCGs and hopefully provide a more integrated service.
  - b. **Badges and Uniforms:** Staff wearing name badges was discussed – this is being addressed by Catherine Gordon – staff will be wearing badges with their first name only. Dr Mawji asked how the group would feel about reception staff wearing a uniform – there were mixed feelings about this from it presenting a professional front for the practice to being unnecessary.
  - c. **Flu Vaccinations:** clinics are currently underway – check with the surgery if you're eligible and you can make your appointment for vaccination now.

**Next PPG meeting:** 1pm, 3<sup>rd</sup> January 2019 at Victoria Health Centre.