

## Patient Participation Meeting

13<sup>th</sup> February 2018

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, IP, LN, GN, WPr, JB

Virtual Member: SSB

Apologies: SOF, SP, KG, all GP's

Discussion	Action
Matters Arising	
Today's Discussion	
<p>Rebecca Davies from Clinical Research Network (CRN) for South London.</p> <p>In order to drive forward health of the population we need research. The CRN is part of the National Institute for Health Research (NIHR). The CRN is made up of NHS professionals who bridge the gaps between researchers and the patient population and clinical setting. Aim is to deliver high quality research throughout the NHS. 90% of patient interaction is within primary care settings (within the community-not hospitals). CRN helps practices to be more research active, promoting research awareness. All research done by the CRN has to have been through Ethics and they ensure research is done within legal guidelines.</p> <p>Rebecca described the processes for identifying patients and notifying them that they may be eligible to take part.</p>	
<p>Complaints and compliments</p> <p>Google-there are some inappropriate comments on there, which we have reported, but they are not accounts set up by this surgery, so nothing we can do about it.</p>	
<p>Nursing Team updates</p> <p>Nurse Sarah Buttinger is retiring mid March, she will be very much missed, her dedication and contribution to the practice is very much appreciated. Rosanna will be taking up the post as Lead Nurse and is getting a thorough hand over from Sarah.</p>	
<p>DNA Poster</p> <p>WP has produced a poster highlighting the numbers of 'Did not attends' as well as the total approximated cost of this for the whole of last year. WP will put these up for display in the surgery.</p>	
<p>Double appt booking</p> <p>LB explained that over the last couple of months appointments are being checked each morning so we can alert pts and GP's to any outstanding health issues or appt's that patients are due i.e. smears and asthma reviews. During this daily check it has become evident that patients are on occasion booking double appts when they do not actually require 2. It was agreed by the group that the surgery will restrict online booking to 1 appt per day and will write a message on there to say that if they do require a double appt then to call the surgery directly to arrange.</p>	<p>LB to change the online booking function to only being able to book 1 appt per day.</p>
<p>Active Signposting</p> <p>One of the new targets that has been set by the CCG is for receptionists to be actively signposting, which will mean they will now be asking the reason for the appt. The idea of this (and it will help to reduce some inappropriate appointments) is to make sure the patient is being directed to the right clinician for example, we will often get patients booking appt's with GP for contraception checks or smears which they do not do, but if they had been asked this at the point of booking then they would have been directed straight to a nursing appointment.</p>	

<p>LB acknowledged that this isn't currently popular with receptionists as they are aware that some patients will find this uncomfortable, however it is not something that is negotiable as it is now within our contract to be doing this from the 1<sup>st</sup> April.</p>	
<p>Flu jabs being delivered via pharmacies  WP has been liaising with a local pharmacy and Emma (assistant practice manager) to find out how the surgery are notified of patients who've had the flu jab. This is done via a system called sonar.</p>	
<p>Smear campaign  LB highlighted the display in the foyer and updated the PPG on the efforts being made to promote and increase access to Cervical smears for our patients. We still have a large number of women with smears outstanding. Smears do save lives and we really do want to get as many of our women screened as possible.</p>	
<p>Practice Learning time  LB informed the group that the afternoon closure learning events will be coming in quick succession with one in March and another in April. This is due she believes to funding restrictions with timings of the events. However there will then not be another until June/July. LB will do the usual and send out messages etc.</p>	
<p>AOB</p>	
<p>Date of Next meeting: 17<sup>th</sup> April 2018 6.30pm</p>	