

## Patient Participation Meeting

29<sup>th</sup> June 2017

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB) Mins, SP, AM, KG, IP, LN, WPr, SB

Apologies: JB, GN, SOF, all GP's,

Discussion	Action
Matters Arising	
	LB to ask if Wimbledon Guild art group might be able to help with the thank you's display
<p>Check in Screen LB explained that the reason this is temperamental at times is due to the fact the software is out of date, it needs updating but there is a significant cost to this. This will be re-evaluated at the end of the accounting year.</p>	
Today's Discussion	
Welcome to our new member Siobhan.	
<p>Summer Appt bookings LB informed the group of the fully on-the-day appt system over the summer. She explained that whilst this does not suit all patients, the feedback for the on-the-day appt's has been good and it helps the Dr's manage workload and patient safety during annual leave periods. WP pointed out that some surgeries work this way permanently and it is quite effective. LB confirmed it does reduce Missed appointments particularly.</p>	
<p>Hub access arrangements Money that used to be used to run the Wilson Health Centre has been put towards running two access hubs across the Borough-One at the Nelson and the other at Cricket Green Medical Practice. Appt's become available with GP's and nurses for the evening appointments from 6.30pm. These can be booked by our staff here from 4pm. They are really only there for use when we have reached capacity or when patients cannot make it to the surgery by 6.30pm.</p>	
<p>System Outages WP and LB discussed a number of issues that had occurred in the last month or two with phone systems and IT resulting in outages. LB explained that the server is old and is awaiting replacement, this was due to be done by the end of June, but we are still waiting for a date for this to be completed. We are hopeful that a new server will reduce issues. Apologies to patients whom have been affected by this.</p>	
<p>Commissioning arrangements LB explained that all practices in the borough are in the midst of a contract review with the CCG, the contracts used to be held by NHS England by they were devolved last year and now we are in negotiations with the CCG about contract changes.</p> <p>Merging of CCG's Our CCG is merging with 5 others to form a SW London body, focused on the work laid out by the STP (Stabilisation and Transformation Plan). This means larger scale commissioning with in theory better and more cost effective deals, but less locally driven and therefore less tailored to our needs. LB mentioned that this will impact us in our daily work as one example of this is the STP have commissioned a new text message provider which is lesser than what we have currently and will impact on how effective the text messaging is.</p>	PPG members to consider if they want to write anything formal about the

<p>The PPG mentioned whether they could raise a complaint about this. LB advised that they could and that it would be best for a person to coordinate the approach. If they got to this point LB would find out to who it would be sent.</p>	<p>commissioning structure of the STP and the impact this is having on our patients for example the new Texting provider.</p>
<p>Feasibility of Freezing clinic starting up again GN asked for this to be agenda'd for the meeting. It was felt that it made sense for such services to be based within our own practice, meaning a decrease in referrals.</p>	<p>LB to feedback to the partners this request.</p>
<p>Phone Lines LN queried whether the music could be changed that was on the line for when patients are on hold. LB was not aware that there was music, she was told this was not an option under the contract the practice were on.</p> <p>Patient Connect LB discussed a new piece of software that has been implemented in the last couple of weeks with the aim of making phone calls quicker (number recognition) which also has the ability to send texts as well. These texts come from a different number each time and we do not receive replies if you reply. This has a lot of potential but in its early stages of use.</p>	<p>LB to make enquiries as to the music to see if it can be changed.</p>
<p>Text Messages LB explained that the text message System was due to change over the weekend and therefore for the next few weeks they may not receive text message reminders and the number that it is sent from maybe different to normal.</p>	<p>LB to Send out text to all patients tomorrow to inform them of changes.</p> <p>LB to put message on website.</p>
<p>Name Badges A further request was made to either have all staff wearing name badges or have a photo board up.</p>	<p>LB to take this back to staff.</p>
<p>Staff Changes We have had 3 new receptionists start with us, Lana, Pauline and Anna and a new HCA, Kayleigh. Kayleigh is still not fully trained up but is in the process of being signed off for all aspects of her role.</p> <p>KG mentioned that Dr Baillie has been with the practice for 25 years in July and felt we should do something to mark the occasion. Everyone agreed</p>	<p>A Moonpig card for Dr Baillie was mentioned but not sure who took responsibility for doing this. LB to put a section in the next Newsletter about it and also on the website.</p>
<p>Terms of engagement WPr queried whether we should revisit the ToR and perhaps look at adding in rules and behaviours expected. All agreed</p>	<p>Re-Look at terms of rules, ground rules/behaviours etc at next meeting.</p>
<p>AOB Sadly we have received AD's resignation from the PPG group last night. We thank AD for her contributions and commitment to the PPG in recent years.</p>	
<p>Date Of Next Meeting: Tuesday 22<sup>nd</sup> August 2017 6.30pm</p>	