

Patient Participation Meeting

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, SP, AM, IP, LN, AD, JB.

Apologies: Wpr, KG, GN, all GP's

Discussion	Action
Matters Arising	
The Thankyou's Display	LB to ask If Wimbledon Guild if their art group might be able to help us.
Today's Discussion	
<p>Appt cancellation AD asked how patients are told about cancelled appt's with the Nelson. LB advised that it depends on the department the appointment is with. There are a number of different services at the Nelson, who are likely to all work differently. The surgery would not be informed of cancelled appointments. In LB's experience they will often call to cancel, but if you are not available they are unable to leave a message due to confidentiality risks and therefore if it's a short term cancellation you may not find out until you attend, otherwise they usually send letters to cancel.</p>	
<p>Dementia HUB Feedback AD attended an event at the Dementia Hub. The impression AD got was very positive. Had a superb speaker, Tony Flaherty-would like to come and talk to us. The Dementia Hub opened in 2014 and is a day centre for patients with Dementia. Only 40% diagnosed in this area which is very low. He talked about how people with Dementia often avoid social situations which can create depression. Tony also discussed sensory perceptions of Dementia patients and the impact this can have on their behaviour. Discussed how music can have a really positive impact on people with Dementia.</p>	
<p>Closure Of Surgery for training LB informed the meeting that the surgery will be closed for the 2nd instalment of the training afternoons in the borough. This one will be focused on cardiac training. Agreed that we would do the same mode of communication for this date as it worked well last time.</p>	LB to arrange Text message, Answer phone message and Leaflets
<p>Compliments and complaints No relevant complaints to discuss, however we had two lovely compliments, one about the one the day appointment system and another about the positive experience they have had with the surgery since the joined the practice.</p>	
<p>Change to registration process The PPG are aware that our patient population is constantly increasing and the funding does not match the demand of this increase, after much consideration the partners have decided that we will revert to only accepting registrations of patients who are living within our practice boundary. We will be reviewing on an individual basis those who move out of the area to check if it is clinically safe and in the patients best interests to remain with the practice, the likelihood is that most patients changing address will be able to remain with the practice.</p>	
<p>Locally Extended Hours LB gave an update on the increase in the number of appointments offered since the 1st April and the times of these appointments for each Dr. Dr Davis is doing a Wednesday evening surgery now and additional appointments on a Tuesday before 8am, DR Broad is doing an additional</p>	

<p>surgery before 8 am on a Tuesday now. Dr Blake is doing Monday evenings and additional appointments on Wednesdays and Dr Baillie is doing additional evening surgeries on Monday, Tuesday and Thursday. This is at this time only for the next year and therefore has only been shared out between the partners.</p> <p>These appointments are available to book Online</p>	
<p>Patient Online access We are now at 24% for the number of patients who have active online accounts with the surgery, which is excellent.</p> <p>Nurse Appointment availability on line SP asked whether there had been any change on Nurses appointments being available online. LB explained that due to the different appointment types, different length of different appt types and the fact that only some nurses can do particular things it is too complicated to be able to offer this facility at this time.</p>	
<p>Neurology SP still has concern regarding the level of priority given to neurological conditions in the borough, JB confirmed that nationally this is not a priority either and recently she (as a board member of a local neuro charity) have been campaigning parliament to try to raise the profile of Neurology as funding is being cut.</p>	<p>LB to re-invite Lucy from the CCG to our next meeting to discuss the CCG priorities with regards to neurology.</p>
<p>GP IT System issues EMIS (the IT programme we use for all patient records) has been having lots of problems recently, last Monday the system was down and the same happened this Monday morning, it is a national issue and they are working to address the issues, but apologies to anyone that has been affected when trying to book appointments</p>	
<p>Check in Screen WP mentioned that he had seen people trying to book appt's using the check in screen. He notes that the check in screen says something like 'touch here for appointments'</p>	<p>LB will look to check if this is wording we can change.</p>
<p>LB encourage PPG members to send in agenda items for future meetings</p>	
<p>AOB AD asked about why Drs were not in attendance tonight. LB explained that due to it being a Wednesday all DR's that were here were in surgeries as Wednesdays is the late night, but she also did explain that due to the high demand on their time, they are having to prioritise and may not always be able to attend.</p>	
<p>Date of Next Meeting: Thursday 29th June 2017 6.30pm</p>	