

Minutes of PPG Meeting

Tuesday 10 November 2015

Present

Nigel Sweeney – Operations Manager PPCP

PPG Members

Eddie Bermingham (Chairman), Elaine Crimp, Jan Hendle, John Hendle, John Wright, John Breen
Angela Banks ,Carole Beard ,Caroline Dawson ,Joyce Greener ,Paul Aylott ,Keith Halliwell .

Apologies

None Received.

Meeting started at 6.30pm

New Appointment System

NS explained the changes to the appointment system that will take effect in December 2015. The monitoring and availability of the appointments is critical to ensure that access for patients is maintained.

From December the appointments will change to:

Emergency on the day appointments will only be released on opening. Limited to the On Call GP and allocated by time. These are “Emergency Appointments”. The Surgery will advertise and reinforce that “emergency appointments” are for that. GPs on site will also assist in the advertising and monitoring of use to help ensure patient use the appropriate appointments.

Routine Appointments can now be booked six weeks in advance. Patients are to be informed that all routine /follow up appointments should be booked after ten. The availability to pre book appointments has increased. The surgery is now offering ALL appointments on line. Patients can still phone or come down to the surgery to book. This is another option for patients.

NS showed the Poster being displayed.

NS showed the on line availability.

NS showed the “audit and monitoring” system built into the system to allow access to be maintained. This is going to be displayed, number available, number used,

Discussion on the DNA rates and what happens. NS explained that patients who are persistent DNA’S will be removed from the surgery.

Access to Clinical Data:

NS explained the difference to the SUMMARY Care Record and the Opt in Opt Out process now in place. Concerns raised regarding the security of the data was discussed and explained. Summary Care Records ONLY show basic information and are generally used to assist the Out of Hours Service. The Opt In Opt Out process allows patients to agree to the clinical staff at ANY facility to see the complete clinical record. This is a discussion between the patient and the doctor.

Discussed the availability of Pathology results being shown on the on line system. This is being looked at and to see if patients would utilise the service.

NS explained that the surgery data is protected by a UK wide services and access is controlled by Smart Card.

Practice Website

Further updates and will be moving forward.

New Doctor

Dr Pistaka has now returned from Maternity Leave and will be working Tuesday and Wednesday. This has increased the doctors to five. All doctors are permanent and there are no known changes.

General

The surgery now has the correct compliment of clinical staff and is fully staffed. Nurse based appointments are in demand; this is due to the Flu Clinics and additional training for Michelle. The appointments will return to normal after the Flu Clinics.

Home Visits

General discussion on Home visits. The surgery policy on home visits is to be reviewed. Concerns and expectations of home visits raised and will be followed up and the next clinical meeting in the surgery.

AOB

The clinical staff is meeting with Spec Savers to discuss the NHS Audiology Clinic they run. NS will update the PPG after the meeting.

Physio at Bramingham has been suspended by the Physio department and not the surgery.

As the surgery increases the list size the clinical staff will increase in line with the patients.

PPG asked NS to pass to the reception staff their compliments as the service has improved greatly.

Meeting finished at 19.55