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Patient Participation Group – 14 November 2017 at 17:00
Minutes of meeting

Attendees

Karen Taylor, Practice Manager and Chair

8 patient representatives

1. Minutes of the last meeting / actions arising

- Care Navigation – the practice has started asking patients the reason for their appointment so that they can be seen by the most appropriate person.
- Open Day – members of the group held an open day on the morning of Sat 14 October 2017 to try and encourage new members. The response was mixed with most patients being interested but not having time. The members agreed that a further open day would probably not be productive, but for the practice to look at sourcing a larger poster to advertise the meetings
- Water cooler – the partners had reviewed the patient suggestion however it was felt that spillages and waste paper cups were likely to be an issue. Water could be requested from reception if required by a patient
- Ait conditioning for waiting room – the partners had reviewed the suggestion and felt the cost was prohibitive given the short time patients sat in the waiting room and high temperatures were only common a couple of days a year

2. Physio

The group were updated on the new physio assessment service available on a Saturday morning as part of the collaborative scheme. Adults with new musculoskeletal problems could book an assessment with the physiotherapist. The service would be offered as part of the care navigation programme, through advertising in the practice and on the practice website

3. Ultrasound service

The group were updated on the new ultrasound service being hosted by the practice. The service is run by BestCare Diagnostics and runs on a Friday afternoon. Appointments are by GP referral

4. Enhanced Access

The group were updated on the current collaborative working that includes Saturday morning appointments. This scheme will end next year and be replaced by a new city wide enhanced access scheme

5. Privacy at the reception desk

A discussion took place on how to encourage patients to stand back from the reception desk until the receptionist was free to speak to them. It was agreed that space precluded the use of cordons / signs. Most members of the group agreed that the new seating arrangement was better and provided more space at the reception desk.

6. Suggestion box

There were no suggestions in the box

7. Members issues

- The practice was asked if they were register under the Data Protection Act. The practice manager confirmed this
- DNA's – suggestion that not only was the number of DNA's shown on the TV screen but also what this equated to in terms of money

8. Date and time of next meeting - Tuesday 13 February 2018 at 17:00