

**BANCROFT MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
03rd December 2018**

Present: Jolene Weston (JCW), Patient Services Lead OL, Dr Chandrayan (AC) Senior GP, Dave Roberts , Practice Manager (DR)

Patient Attendees: JWDC, PN, LE, JW, MP, AN, GB, PD

Apologies: LST, SR, BN, HI, JF

Chair: John Cooper (JWDC)

Minutes: Jolene Weston (JCW)

WELCOME AND INTRODUCTIONS

John Cooper welcomed everyone and thanked them for attending. JCW informed group Dr Chandrayan was attending but was running late due to emergency surgery.

Agenda Items

1. Minutes from last meeting.

Correction to previous minutes Lyme's Disease information for screens not just Kawasaki Disease. Correct Constitution needs re-writing to reflect merged practices. Survey results and actions needs adding.

2. Results from Survey

Action plan and results to be distributed to all PPG members for comment at next meeting if appropriate.

3. Distribution List

JWDC queried if everyone getting information. JCW said it had been a mistake and she thought information had gone but she had sent. There should be no issues receiving information but will check again at next meeting.

DR had to leave meeting due to emergency at OL

4. Minutes

JWDC asked group if there was a volunteer to help take minutes as JCW would appreciate the help due to her workload with the Practice and active participation in the meetings. LE agreed he was willing and would take minute's next meeting and compare notes with JCW.

5. Changes / Phones appointments

JWDC had a meeting with DR and JPC to discuss some of the issue with phones and appointments. Online appointments are not currently available to book on the day and no appointments for any Dr's at CH are showing available in a 6 week period. JCW had not realised the issue was also affecting on the day appointment and would ensure DR would look at a way to fix and amend so appointments could be booked online. MP also said that they could no longer use Patient Partner. JCW informed group there had been an issue and the company were due to come out and fix.

JWDC said there have been some issues since full merge with sites not sure what should be where and this is confusing and frustrating to patients. For example staff at reception not being sure which site a doctor is at, or just telling patient it's dealt with at different site instead of helping patient. JCW assured JWDC and group that she would look into this and identify staff training and ensure all staff aware who is where and how to find out.

PN raised concerns regarding flu vaccinations for housebound patients that had caused great distress to him and his family. JCW and Dr Chandrayan explained that there had been a national shortage of flu vaccinations which has delayed all vaccinations for pts over 65. PN went on to say this had not been explained to him by staff they took his details and said someone would be out and that OL were arranging. JCW asked if she could contact PN to discuss the individual case in a more confidential setting and a timescale was agreed. JCW explained to the group that has highlighted again the need for further training for reception staff on how to deal with enquiries and ensuring pts are kept informed.

6. Patient Information Leaflet

It was asked if a patient leaflet could go out detailing all of the changes to help patients understand. Dr Chandrayan agreed it would be good but felt we should delay giving out until all of the processes were agreed as some are in trial stage and may change again.

7. Patient Satisfaction Survey

JWDC asked JCW to send out the results from the survey and the agreed action plan.

8. Prescriptions

JW asked if we could advise patient how long a prescription might take at a pharmacy in addition to the time it may take at a surgery. JCW advised this would not be possible as different pharmacies have different protocols and pts would need to contact pharmacies individually. JCW agreed that they could remind pts to check with pharmacy to ensure they had time to collect.

9. Any Other Business

JWDC has still been unable to source anyone to come in to give a talk about Diabetes, may be able to source speaker at Diabetes UK meeting.

Action	Who by	When
Minutes	JCW / LE	Next meeting
Discuss online booking with DR	JCW	ASAP
Staff Training (customer Service and IT)	JCW	3 months
Send out Action Plan	JCW	By next meeting

NEXT MEETING: MONDAY 28th January 2019 at Courtenay House Surgery