



Bodriggy Health Centre
Patient Participation Group Meeting Minutes
26th June 2018

Present:-

Christine Lorente
Lee Saunders
Trish Thomas

Apologies:-

David Raymer
Margaret Woolcock
Ryszard Zolkiewicz
Jacqui Head
Harry Blakeley
Donna Anton

Matters arising from previous minutes

It was agreed that the minutes of 27th February 2018 will be discussed at the next meeting as no members of the PPG that were present at the meeting were in attendance today.

PPG Consent for Communications

All members of the PPG had been asked to complete and return a consent form as yet only one form had been returned.

Friends and Family Test Results

Members that were present had seen the results and felt that it was a good response. Mrs Lorente wanted to praise the receptionist who she saw on 25.6.18 and said it was nice to see someone that was happy to help. Mrs Saunders praised the new telephone system whereby you can leave a prescription request.

Staff changes due to retirement and possible sabbatical leave

Dr Whitehouse will be retiring in November. Dr Paddy Mitton and Dr Clare Sanderson will take over his list. Dr Mitton was a Registrar here several years ago and will be known to some patients. Dr Cook is taking sabbatical leave from September for 1 year. Dr Cook and his family will be going to Canada where Dr Cook will work as a GP. Dr Rob Sapsford will be covering for Dr Cook.

Improving Access - E-consult

Trish confirmed that E-consult went live at the practice on 18.6.2018. This is where patients can request advice and treatment via an online form and get self-help advice for hundreds of common conditions via the practice website. Mrs Lorente had heard that this system can take as long as a face to face consultation. Trish agreed to find out the exact maximum wait time that a patient could expect. **Patients can expect a response within 2 working days.**

Mrs Saunders commented on the triage secretary role and felt that it needed to be a clinical person working to an algorithm and not an administrator. **This is not clinical triage but active signposting. This is to ensure that the patient's enquiry is dealt with by the most appropriate person or service. A lot of queries can be dealt with other members of the team not necessarily the GP. Admin staff do not give clinical advice but may sometimes act as the message handler for relaying messages between the doctor and the patient if appropriate.**

Friends of Bodriggy – music in the waiting room.

The Friends of Bodriggy Group have introduced MyGuestMusic to the waiting room. It is designed to appeal to the widest possible audience, young and old alike and will help create warmth and friendliness to any environment whilst reducing the noise levels from the reception desk area. The equipment has 40 hours of music with built in NHS messages. Alongside this there will be two further music updates each year of ten hours each plus an eight festive Christmas playlist. The total cost for this is £359 including VAT.

Music can have powerful effects on our emotions. Its ability to soothe is well-established, providing a relaxing effect on our minds and bodies that offers a number of health benefits, including lowering blood pressure, decreasing levels of stress hormones, and even slowing the pulse and heart rate. It can also act as a distraction, preventing our minds from focusing on worrying thoughts. Mrs Saunders had heard it and said that it was relaxing music.

WiFi in GP Surgeries

The installation has been delayed. Further update will be given at the next meeting.

CQC Inspection report

Both members of the group wanted to congratulate the practice on the Good scoring from CQC.

Future Changes – change in Clinical System from Microtest to EMIS Web

Trish informed the group that the practice was looking into changing its clinical system. Both Mrs Lorente and Mrs Saunders said that they still had problems with using the Waiting Room Online. Trish suggested that Eleanor McCallum – Office Manager contact both members. Mrs Saunders confirmed that she would try again but if there are still problems she will get in touch.

AOB

Waiting Room Screen

Both members of the group felt that the screens weren't in the correct position for all patients in the waiting room, also some of the items on the screen need to be larger font and in more suitable font colours. Trish highlighted that some of the content is sent to the practice and cannot be changed. Trish agreed to check all slides. Mrs Lorente suggested asking patients in the waiting room to see whether they look at the screens and whether they can read the content.

Patients who do not attend (DNA)

Mrs Lorente asked whether all patients are contacted if they DNA. Mrs Lorente felt that this should happen in order for it not to occur in the future. It was suggested that we publish our DNA rates in the waiting room for patients to see how much clinical time is wasted. Mrs Saunders highlighted a system used in Brompton whereby a cost to the wasted consultation is put on the text. Mrs Saunders suggested either getting sixth form students or medical students to contact the patients who DNA to ascertain why they DNA'd. Mrs Lorente felt that this should be done by a mature person with experience within the practice. **DNA stands for Did Not Attend. We write to patients who frequently fail to attend. We have some DNAs but not very many thanks to our text messaging appointment reminder service. We advertise the importance of cancelling unwanted appointments on the TV presentation in the waiting room. Students on placement have a timetable to follow to enable them to gain the clinical experience they need for their portfolios and time spent on admin work such as this would not be a good use of their time at the practice. We don't see the need to change our policy at this time but, if DNA rates increase, we can look at making changes then.**

Date of time of next meeting Tuesday 4th September at 6pm at Bodriggy Health Centre