**PPG Community Meeting**

**Date:** Tuesday 22nd January 2019

**Time:** 6.30pm

**Attendees (PPG team):** Kate Barry (KB), Sally Slade (SS), Trupti Chauhan (TC)

**Attendees (PPG members):** Marie Walker (MW), Jacqueline Hibbert (JH), Chhaya Gurung (CG), Lorraine Rankin (LR), Nazik Thaddeus (NT) and Barry Marshall (BM)

1. Introduction to the PPG team

* The team were introduced and their role explained (the PPG is a patient-led forum in which our patients can have their say on ways to improve the service. The PPG works in partnership with the Practice to discuss any changes or ideas that could improve the service or premises)

1. What has the PPG achieved so far?

* The slideshow presentation in the waiting room has been updated. The amount of content has reduced, the items on screen are much clearer and more refined
* The front garden of the Practice has recently been tidied and will be maintained
* Contributed to the production of a new Practice website
* Have been discussing the idea of the Practice having a brand, similar to other GPs in the area. The Practice now has a new logo which can be seen on its website, Twitter and Facebook pages.
* PPG produce a quarterly newsletter
* PPG is currently working on the Practice leaflets to ensure the layout and content is consistent.

1. Appointment availability

* Members were informed that the NHS is encouraging patients to self-care and buy medication over the counter (an example is for head lice – this can be treated at home or with medication bought over the counter)
* The members were informed that there is no limit to the number of patients which can register with a Practice
* Issues with the appointment systems are rife amongst all Practices and some appointments are inappropriately booked.
* The attendees were informed that there are other members of the Practice team, such as the Nurses who are often underutilised.

1. Cancelling appointments

* Although the slides in the waiting room have previously stated the number of missed appointments, some members felt that this was not fair as patients have difficulties cancelling their appointments and often end up being on hold on the phones for a long time
* Members were advised on how to cancel their appointments (via Patient Access, calling the Practice or replying to the text message reminder)
* A member queried whether it would be possible to set up another telephone line or use one that is already in place for cancellations. If not, whether it would be possible to set up an answering machine for appointment cancellations. There are patients without mobiles or access to the internet.
* The PPG team will put forward the suggestion of an answering machine service for the appointments

1. Recorded telephone message

* A member queried whether the volume of the pre-recorded telephone message could be increased
* The PPG team will put forward the suggestion to the Practice

1. Merger

* A member asked whether there are any plans to merge as there previously were rumours about RMC and Shaftsbury merging into one
* The PPG team advised that the RMC/ Shaftsbury merger will not be happening. There are other changes in the pipelines and will be discussed once there is more information

1. Attached clinics at RMC

* The PPG team informed the attendees that the surgery is expanding on the services available to its patients and those in the local area. We now have access to eye clinics, diabetic specialists and counselling services

1. Feedback from the patients that are present:

* A member commented that despite being a patient here for many years, she often finds that she has to explain what is wrong with her in every consultation
* The same member felt that there are changes to the service which are not communicated, such as the process for requesting prescriptions. Some pharmacies do not request for the patients.
* The PPG team advised that the process for prescriptions changed in December 2017 and was an instruction from the NHS. Pharmacies should not be requesting on behalf of patients and the Practice cannot accept requests over the phone. The process is to request in person at the Practice, online, by fax or email.

1. ‘Commuter Clinic’

* A member stated that she once arrived at 8am and the Practice was already open. She felt that the early opening hours had not been communicated clearly
* The PPG team advised that there is a commuter clinic in place from 7.30am – 8am. The purpose of this is to allow those that are working to have access to appointments. The commuter clinic is advertised on the website, leaflets, PPG newsletter and on the right hand side of prescriptions.
* The PPG team will discuss whether this can be advertised anywhere else

1. Advertising the Patient Participation Group

* The majority of attendees felt that they were not informed of the existence or role of the PPG.
* This was the first meeting which has been advertised on Facebook and via text
* The PPG team will discuss ways to increase awareness and participation

Any comments/ newsletter ideas/ feedback, etc can be sent to KB/SS via their email address:

[ppg.roxbournemc@gmail.com](mailto:ppg.roxbournemc@gmail.com)

The PPG do not deal with medical queries or complaints. The Practice has a complaints procedure in place.