The Mathews Practice

Minutes of the Patient Participation Group meeting held on 2 February 2018.

Present: 5 members attended the meeting.

Apologies:

There were no apologies.

1 Membership

It was noted that there were 4 existing members and 2 new members. The Practice Manager welcomed new members to the Group and thanked existing members for their continued support.

2 Method of working

It was noted that the PPG had not met for quite a long time and the Practice Manager explained that this meeting was to re-launch the PPG. New Terms of Reference, Constitution and Ground Rules were tabled at the meeting. Members were asked to look at these documents and feedback any comments at the next meeting. It was agreed that there would be monthly meetings for the next 6 months. Members asked if dates for these could be scheduled at the next meeting.

3 Agenda items

The Practice Manager suggested that there should be a main topic or theme for each meeting for the Patient Participation Group to discuss and agree any action needed to help improve patient and practice services.

The following were suggested:

* Carers week
* MacMillan
* Cancer Research
* DNA appointments
* Cervical smears / breast screening
* Preventative health measures
* Smoking
* Walking groups
* Coffee mornings

4 Items for next meeting

The Group considered that the topic for discussion at the next meeting would be DNA appointments. The Group was informed that Practice Managers in Sheffield were meeting to look at developing a “Sheffield Patient Charter”. This would include action that Sheffield Practices would take if a patient failed to attend appointments on multiple occasions.

This topic would be discussed at the next meeting however the following suggestions were made to improve DNA’s at the Practice:

* Need on-line system to make and cancel appointments
* Text to patient to remind them about their appointment and a text facility to cancel an appointment
* Log request on internet to talk to a GP
* Phone patients to find out why they did not attend
* Patients who frequently did not attend appointments should be sent letters explaining the consequences of DNA

The Practice Manager informed members that the Practice was looking at a new telephone system which would have some of the facilities suggested above (MJog). It was mentioned that the Practice could already remind patients about appointments by text but only if this facility was activated on the patient record. The Practice Manager agreed to produce recent DNA statistics to table at the next meeting.

Members asked if an update from the Practice could be a standing agenda item for all meetings.

5 Date of next meeting

Friday 16March 2018, 1.30 – 2.30pm at Belgrave Medical Centre. Members thanked the GP for attending the meeting.