

# King's Family Practice Patient Participation Group (PPG)

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**Date of Meeting:** 22<sup>nd</sup> July 2015

**Time of Meeting:** 13:00 / 1pm

**Location of Meeting:** Magpie Hall Road, Chatham

	<b>Name</b>	<b>Position</b>
<b>Present</b>	Mr Lakhwinder Anota (LA)	Practice Manager
	Mrs Tracey Maple (TM)	Office Manager
	Mr Paul Stephens (PS)	Patient (Chair)
	Mrs Susan Stephens (SS)	Patient
	Mr. Elgar Curling (EC)	Patient
	Mr Fredrick John Smith (FS)	Patient

	<b>Name</b>	<b>Position</b>
<b>Absent</b>	Mrs Jennifer Dewis	Patient

ACTION	DUE	WHO
M & J Morrissey – have resigned from the PPG	none	-
GP to attend future meetings	7 <sup>th</sup> October 2015	LA
Social Media	30 <sup>th</sup> September 2015	PS
MCCG Representative to attend the PPG meeting		PS
New members	31 <sup>st</sup> January 2016	LA / PPG
Documentation Review & Amendment	31 <sup>st</sup> October 2015	LA / PPG

- **Introductions**
- **Meeting**
  - Opened 1.05pm
- **Attendance**
  - Apologies from Jennifer Dewis
  - Morrissey not present and no communication
  - PS stated that the Morrissey resigned from the PPG
- **Minutes**
  - Previous meeting, reviewed
  - PS said meeting came to abrupt end due to time;
  - LA agreed and added that the audio levels were quite low and not easy to understand adding that he had to go through and fill in gaps
  - PS said that the minutes should be limited. Minutes passed & to be uploaded to website.
- **Action Log**
  - Copy made at the last meeting. No actions from previous meeting. 3 items closed.
  - PS to invite a representative of the MCCG for later in the year.
  - Prescriptions, lateness and unusual requests and thus the PPG do some awareness with the patients.
  - GP's to attend future meetings. LA to ask Dr Najjar to attend.
  - Patient online access – for patients to access summary of their records online. LA to get paperwork and finalisation of process. To be advertised on the website and in the surgery. Not looking to get staff to vouch for people and look at documentation. We would be looking to implement a 3 ID rule.
- **Social Media**
  - PPG to have a social media presence PS - due 30<sup>th</sup> September 2015
- **New Members**
  - New member under the age of 30 by the end of August
  - LA not much uptake as the messages have been put up
  - PS maybe the target date should be extended to January 2016
  - Poster for the surgery – LA to complete
- **Nurse retirement and recruitment**
  - LA stipulated that Lindsay Jury has now retired
  - We have been looking to get a replacement
  - We do have a locum nurse that does one day a week
  - Increased demand on nursing appointments
  - LA said that the reception staff are doing a “mini triage” to direct to patients the relevant clinician(s)
  - More patient education required about the services that are out there in the community

- **Health App**
  - LA - New health now app from the NHS on the mobile and non-mobile platform
  - LA - will give you access and advice
    - Describe your symptoms and will advise you what to do and or direct you to a service
  - LA - More of an uptake from the younger generation
  - PS - would be good to have a link on the website
  - PS - more leaflets and possibly look at more self-care on the website
- **Previous PPG members**
  - LA - No details on the previous member of the PPG
  - LA - Members have either left the country or left the practice
- **Improving Pt Survey**
  - We, as the PPG, need to look at the questions to be asked
  - How were going to deploy the survey (online, paper etc.)
  - PS stated that he has seen one from another PPG
  - LA - think about the questions and bring them to the next meeting
  - LA - to email the previous survey to the PPG
  - PS - don't have open questions
- **DNA's**
  - LA - gave background information and history
  - LA - information picked up from other practice
  - LA - 3 strike rule to tackle DNA's
  - FS - could you not charge people for missing appointments
  - PS - GP's are bound by far greater restrictions
  - LA - 114 appointments were missed in the last month
  - ES - text reminder a good way forward
  - PS - could the DNA's be broken down
- **Telephones**
  - EC - issues with phones, been cut off several times
  - LA - know issues with phones and support have looked into and could not find a fault with system
- **AOB**
  - PPG Documentation
    - PS - Need to look at the constitution and bring it to the attention
    - PS - List of PPG members and Practice details LA to amend
    - LA - Email link to PS for the purpose of PPG business - email link already on newsletter and is it ok to put on poster? - yes.