

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

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**Date of Meeting:** 7<sup>th</sup> October 2015

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

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

	<b>Name</b>	<b>Position</b>
<b>Present</b>	Dr Ali Najjar	GP Partner
	Mrs Tracey Maple (TM)	Office Manager
	Mr Paul Stephens (PS)	Patient (Chair)
	Mrs Susan Stephens (SS)	Patient
	Mr. Elgar Curling (EC)	Patient

	<b>Name</b>	<b>Position</b>
<b>Absent</b>	Mrs Jennifer Dewis	Patient
	Mr Frederick John Smith (FS)	Patient

ACTION	DUE	WHO
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
Newsletter Draft	9 <sup>th</sup> December 2015	LA
Patient Survey	To be completed by 31 December 2015	LA

- **Introductions**
- **Meeting**
  - Opened 1.05pm
- **Attendance**
  - Apologies from Mr Frederick Smith
- **Minutes**
  - Previous meeting, reviewed and agreed
- **Action Log**
  - Surgery to do a 'Thank You' letter to Mr & Mrs Morrissey.
  - MCCG now has a focus group for PPG's to discuss strategies in Medway. EC agreed to attend on behalf of the practice
  - Social Media – Agreed to close (see minutes)
  - Dr A Najjar attended meeting
  - 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**
  - Discussion with PPG and Dr Najjar concluded this would not be a viable option for the surgery due to confidentiality issues. If PS stepped down from PPG someone would have to take it on.
- **New Members**
  - New members who were invited did not attend
  - LA to update PPG section on website by 31 October
  - PS stated target date extended to January 2016
- **Newsletter**
  - SS suggested a further newsletter draft
  - LA to draft a newsletter
  - PS suggested could newsletter be done in different languages
  - AN would depend on cost but might not be practical
- **Appointments**
  - PS – Are patients requesting appointments to obtain repeat prescriptions?
  - AN – Yes, but we can't refuse a prescription so not sure we will ever resolve this problem. Patients are reminded to put in their repeat prescriptions in writing but not everyone does.
- **Did Not Attend (DNA)**
  - TM – handed a list to PS detailing amount of DNA appointments for all clinicians
  - AN advised some of the nurse appointments were in fact 20 to 30 minutes each at times.
  - TM – Letters are now being sent out to patients who DNA appointments. If they DNA another appointment after receiving 3 letters, the surgery will remove them.

- PS – Requested a list of how many complaints the surgery receives, as well as how many patients we have on record. In addition he requested how many patients transfer out on average each week and how many DNA's over 3 months which we have removed.
  - PS – Asked whether the surgery experiences a delay in receiving correspondence from the hospital, following appointments
  - TM – Yes, sometimes up to 2 months delay
  - PS – Agreed to bring this up with the hospital focus group
- **Telephones**
    - EC – Waited for approximately 10 minutes on the telephone. Was happy with this as he received an appointment within 10 minutes of his call.
    - SS – Also complimented the surgery on response to booking an appointment recently.
- **Practice Survey**
    - TM – Handed everyone a copy of the proposed survey
    - PS – Suggested a few items be added e.g. Physiotherapy service now on Wednesday.
    - PS – Also need to review ways in which to capture most patients. Online and in surgery is not always the most beneficial.
- **AOB**
    - Practice Boundaries –
    - AN – Each surgery needs a catchment area.
    - PS – Could this be published on website?
    - TM – Will ask LA to look into this
    - Minor Injury Unit
    - PS - Received letter stating Minor Injuries Units in Gravesend, Sittingbourne and Isle of Sheppey could deal with minor injuries, to take the pressure off of the A&E Department at Medway Maritime Hospital (MMH).
    - PS - Not aware that MMH does not have a Minor Injuries Unit.
    - EC – Seems ludicrous that you are seen in ticket number order rather than order of priority