



## Bartholomew Medical Group Patient Participation Group (PPG)

Meeting Monday 6<sup>th</sup> February 2012 – 6:00pm

Present:

Dr L Wrightson (LW)	GP
Dr R Kurtis (RK)	GP
Denise Ewing (DE)	GMS Co-ordinator (Chair)
Roy Taylor (RT)	Patient
Jack Ewing (JE)	Patient
Susan Diack (SD)	Patient
Trevor Langton (TL'ton)	Patient
Judy Wardrobe (JW)	Patient
Trudy Bradshaw	Patient
Tracy Thornton	Patient

Apologies:

Rebecca Clark	Practice Manager
Eileen Dunford	Patient
June Fletcher (JF)	Patient
Tom Lamb	Patient
Mary Sarginson (MS)	Patient

Minutes	Action	Action by
<b>1. Welcome and Introductions</b>  DE welcomed everyone to the meeting. Members introduced themselves as there were a couple of new representatives.		
<b>2. Agree Minutes from Last Meeting</b>  The minutes of the previous meeting held on the 13 <sup>th</sup> December were agreed as an accurate record.		
<b>3. Update on Newsletter and Patient Survey</b>  All agreed the Newsletter was an excellent idea and suggestions made to produce it 3-4 time a year. JW commented that the next newsletter should include clarification on the OG Surgery opening hours (ie no extended hours or Saturdays).		
<b>4. Pilot Patient Survey</b>  The survey was carried out in the Practice with a total of 529 surveys being completed by patients.  RK/DE presented the findings of the survey to the group and RT fed back his discussions with patients. These were discussed further but the main 3 issues to come of the survey needing to be actioned were –		



<p>RT asked about implications on the Practice with regard to patients missing appointments (DNAs:Do Not Attend). LW commented that this is a big issue for the Practice. Sometimes patients book on the day and still DNA. TB commented that the DNA figures used to be displayed in reception. RK explained that the Practice has recently discussed implementing a policy whereby if a patient misses an appointment, they will be sent a letter to ask why and if a patient misses 3 appointments in a 12 month period, we are entitled to remove them from the Practice list. This is a policy other Practices in the area have adopted following issues with DNAs, although LW pointed out we have no plans to do this.</p> <p>RT commented that the patients he spoke to at the Practice, during the survey, made some very positive comments about both GPs and Receptionists. He felt that some patients still did not recognise that they are registered with the Practice, rather than with a certain GP.</p>		
<p><b>7. Any Other Business</b></p> <p>TL'ton raised several issues –</p> <ul style="list-style-type: none"> <li>• Sometimes a long queue develops at reception. Could two receptionists log on at these times? DE explained that if a patient has a prolonged query, it is better for them to be taken into the interview room by another staff member, to prevent hold-ups.</li> <li>• The bicycles in the stands outside the main entrance can obstruct the pavement, causing an H&amp;S issue.</li> <li>• Background music would be pleasant in reception.</li> </ul> <p>The meeting closed at 7:15pm.</p>		
<p><b>8. Date &amp; Time of Next Meeting</b></p> <p>It was agreed to hold the next meeting at <b><u>6:00pm on Monday 16<sup>th</sup> April, 2012.</u></b></p>		