

## Cornerways Medical Centre

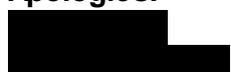
### Patient Participation Group Meeting

Monday, 14<sup>th</sup> October, 2019  
Cornerways Medical Centre

#### Present:

	Chair of PPG	(KM)
	PPG Member	(AM)
	PPG Member	(BW)
	PPG Member	(CM)
	Practice Representative	(AMK)
	Group Comms	(BOM)

#### Apologies:

	PPG Member	(JR)
	PPG Member	(RH)

<b>Welcome and introductions</b>	<p>BOM welcomed everyone to the meeting and thanked them for their time.</p> <p>Apologies were accepted and BOM explained the meeting would be brief to discuss agenda items which were not discussed at the last meeting.</p>
<b>Practice Update</b>	<p>BO provided a practice update for all PPG members.</p> <p><b>New staff have joined the admin team:</b></p> <p>James Grant</p> <p><b>Flu campaign 2019/20</b></p> <p>BOM explained our flu campaign for 2019/20 is now in full swing. We are currently operating a 'Walk in Wednesday' between 1pm-2pm where patients can drop in and receive their flu jab, no appointment required. Alternatively, patients can pre-book appointments for their flu jab. BOM informed the group that we have a Saturday flu clinic taking place on Saturday 26<sup>th</sup> October between 9am-12noon. Patients are able to drop in or pre-book an appointment time. Communications will be going out to promote this clinic via our website, TV screens and posters within waiting rooms. SMS messages have been sent to eligible patients to inform them.</p> <p><b>NHS app</b></p> <p>BOM updated the group on the new NHS app which is now available for patients to download. BOM explained the functionalities of the app which include booking appointments, ordering repeat prescriptions, view medical history and view recent blood test results. CM said he has gained access to the app but found it slightly difficult to get on with having to upload a video of yourself but understood it was due to personal security. AMK explained there have been issues with patient access recently with the system crashing, which is why we are now pushing the NHS app as it functions</p>

	<p>much better and has better benefits for patients. The NHS app does not require any codes from the practice and patients are able to sign up themselves, which is much for efficient for both the practice and patients as this has been an issue with patient access getting codes for patients.</p> <p>KM mentioned it would be beneficial for staff to show patients how to get access to the app whilst they are in the waiting room. BOM told the group it would be possible for members of the admin team to walk around with a tablet to help people get access to the NHS app.</p> <p><b>My M Health patient education</b></p> <p>BOM spoke about a self-help app we have made available to our patients with long term conditions such as COPD / Diabetes / Asthma / Heart Disease, which is usually £40 to download. The app is called My mHealth and is free for our patients at Cornerways Medical Centre. The practice recently hosted 2 drop in sessions for patients to get access to this self-help app and over 40 people signed up to this. CM and AM asked if they could get access to this.</p> <p><b>Action: BOM to gain CM / AM access to My M Health.</b></p> <p><b>Patient Drop in Sessions</b></p> <p>BOM updated on our 'coffee &amp; catch up' mornings we have hosted at the practice which allows patients to drop in and give feedback over a cup of tea / coffee. The group accepted the idea and more of these sessions will be scheduled for the following months.</p> <p><b>Patient Feedback (Online Surveys)</b></p> <p>BOM explained we now send out surveys via SMS to every patient after they attend an appointment. The survey asks what we did well, if they have any feedback / recommendations and to rate the customer service from reception / telephone team. The survey also explains we will call patients back within 2 weeks if they would like to speak about their feedback. This is handled directly by BOM and allows us to follow up with patients afterwards if they have any compliments or concerns. We pass on all feedback whether negative or positive to both admin staff and clinicians. The group accepted this idea.</p>
<p><b>AOB</b></p>	<p><b>Waiting Times</b></p> <p>AM mentioned that our receptionist kindly give feedback on the wait time when she arrived for her appointment, which she appreciated. AMK explained we have fed back to the staff that patients need to be informed if their appointments are running behind at all as a courtesy to patients.</p> <p><b>Patient Access / NHS app</b></p> <p>BW asked if it is possible for patients to add their children onto their patient access / NHS app. AM said at the moment there is not an option to add a child on patient access but we could look into this for NHS app.</p> <p><b>Action: BOM to see if NHS allows parents to access child's profile. BOM to update at next PPG meeting.</b></p>

	<p><b>Volunteers</b></p> <p>BW asked if we currently use volunteers within practice to assist with duties. AMK explained the need for volunteers is not necessary as we assign admin staff to help out in the waiting room. We now have a side room in the waiting are for patients to sit with a member of staff and have access to a computer to assist with NHS app / eConsult.</p> <p><b>Patients not attending appointments</b></p> <p>BW explained he had trouble with appointments recently and AM also expressed concern of the 2 week wait for appointments. BOM and AMK explained we have a big issue with patients not attending their appointments which is known as a 'DNA'. BOM spoke about possibly enforcing a 3 strike policy for people who repeatedly DNA without good reason. AMK explained we had a nurse have 9 patients not turn up in the one day, which is totally unacceptable and BW could potentially have had one of those appointments had the patients cancelled. CM expressed his concerns with this policy as he does not think it's fair for patients who may have mental health issues or drug / alcohol related problems. AM challenged this and mentioned the fact patients receive multiple appointment SMS reminders before their appointment and have the chance to cance. BOM explained the policy would not be as cut throat as striking patients off the books without good reason. Full investigations would be made before striking patients off due to not attending. The group accepted the idea on a trial basis and to report all investigations to the PPG.</p> <p><b>Action: BOM to update the DNA policy on our website, explaining the 3 strike procedure. Patients will be struck off after 3 DNA's without good reason for not showing for their appointment.</b></p>
<p><b>Date and time of next meeting</b></p>	<p><b>Date:</b> Monday 14<sup>th</sup> October  <b>Time:</b> 17:30 – 19:00hrs  <b>Location:</b> Cornerways Meeting Room</p>