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PATIENT PARTICIPATION GROUP MEETING Monday 22nd September 2014 @ 6pm

Attendees: *Marta Cabrera, Jana Berjakova*

PPG Members: *EJ, MS, JB, GL, PG, NR*

Key Points Discussed:

- 1. Welcome and Introduction – new PPG members welcomed and introduced**
- 2. Revision of the last meeting** – minutes and action points from previous meeting (17th March 2014) discussed and approved
- 3. Analysis of Survey Report & Action Points from Survey that were agreed by PRG members (Action Plan review) :**
 - **New telephone system to be installed by July 2014.** Practice Manager MC has explained that a new telephone system has been implemented and should now queue calls more effectively providing the respective caller with waiting time and their queuing position. The patient group has discussed that it is still difficult to get through to the surgery. MC said that the system has caused some problems at the beginning but these have now been rectified. Also, one member of the team is now solely delegated to deal with phone calls in the back office between 9-11am each morning.
 - **Promotion of Emis Access Online Booking System during the course of 2014-2015.** MC explained that we already have 5% of practice population using this service, however it is clear that the practice needs to further promote this service and make it accessible to a higher proportion of patients (at least 10%) by promoting it in the waiting room through our patient leaflet, at point of registration, on the practice website and by word of mouth (reception staff and clinicians). In addition, we will monitor how the on-line system is released, so we can consequently offer more appointments when it is necessary.
 - **Improvement of Test Result Queries Service by June 2014.** Patient group commented that the surgery needs to better advertise the dates and times when patients can contact the surgery regarding their test results. MC and the group have discussed that this could be done during the patient registration process, posters on display in the waiting room area and making it more visible on the website. MC explained that we have also tried other systems via email alerts but these have caused some problems and we had to return to the previous system.
 - **Improvement of Prescription Services.** A new electronic prescription system is now in effect.

- **Design a Leaflet to promote the services (on-line booking, test results and prescriptions) by May 2014, Practice Manager and Reception Supervisor.** This promotion has been done through multimedia presentation on a TV monitors mounted in the surgery waiting areas. A paper based leaflet still needs to be designed (for the visually impaired or the elderly). This leaflet will provide clear information about the services, times and who to contact. This action point will be addressed in the near future.
 - **Continuity of Care during the course of 2014- 2015.** We have now employed two new GP Registrars and thus have greatly reduced the need for locum cover. All patients over 75 now have their assigned accountable GP and they have been notified of this. New patients registering with the practice who are over 75 or patients that have just turned 75 years old will be assigned an accountable GP and will also receive a notification letter.
 - **Summary Care Records & Care.Data (Health and Social Care Information Centre - HSCIC) –** MC explained the purpose and the difference between these electronic record systems. It was clarified that the deadline for extraction of the Care Data which was due to start in April 2014 was postponed until August 2014. Handouts with detailed information about this subject were given to all the attendees and are also available on our website and at the reception desk.
4. **Practice News discussed (staffing/Jana) – new reception staff**
5. **Enhanced Services:**
- **Avoiding unplanned Admissions (Jana) –** Personalised Care plans for vulnerable patients (frequently admitted via A&E/2% of adult population = 105)
 - **Accountable GP for patients (Jana) –** All patients over 75 and vulnerable patients from UPA Case Management Register
 - **NHS Health Checks (Jana) –** for over 75 (separate service) and for patients with chronic conditions
 - **Influenza vaccinations and campaign -** (MC) will start in October 2014
 - **Friends and Family – in effect from December 1st 2014 (MC)**
 - **Clinical Commissioning & Long term conditions** (Dr Roy Islington is the clinical lead)
6. **Invitation to Islington Locality Patient Group Meeting – 9th December 2014**

Next/Previous PPG Meeting tbc