

PPG Minutes 17/10/2018	Action
	Attendees: Dr Akif (Partner); Louise Upton(PM); L H; A H; E L; D S; P B
1	Welcome. Dr Akif welcomes all to the meeting
2	<p>Matters arising from last meeting: Dr Akif informs attendees that since the previous meeting, the telephone lines have been separated, with much better feedback from patients. The practice did not have any formal complaints since. Mr H confirmed that he also thought the lines were better lately.</p> <p>The practice tested a new recall system, which brought to light that many mobile numbers were not updated, and this resulted in a high number of DNA's. The plan going forward was to only book an appointment for patients who respond to the text, confirming their attendance.</p>
3	<p>7-Day Working. Is only sustainable and viable for patient groups of 30,000 or more, where practices work together in clusters or groups. Friday evenings, Saturday afternoons, Sundays and Public Holidays will be covered by West Call. The practice will deliver access alternate Saturdays from 08h00-12h00, and also Tuesday evenings until 20h00 at South Reading Surgery.</p>
4	<p>Group Consultations: Dr Akif informed attendee's that the practice intended to proceed with group consultations, i.e. cohort of patients with Diabetes, as research has shown that patient</p>

	<p>outcomes and satisfaction are high with this method. It is also productive, as a 10-14 patients can be seen at one time, and patients build relationships amongst themselves, as well as sharing of learning and information. The patients are selected to fit similar criteria, and are seen by a clinician, a facilitator and an administrator, and all patients sign confidentiality agreement.</p>	
5	<p>Footfall: Dr Akif told the attendees about the new interactive website, which will be live from 31/10/2018. The current webdomain is https://www.srssurgery.co.uk/, and LU thinks it will stay the same after the transition to the interactive website.</p>	<p>LU will find out from the Alliance how the new website is advertised to patients.</p>
6	<p>What is achieved: Patient feedback which is improving Complaints- no formal complaints since last meeting</p>	
7	<p>Feedback required: PPG Attending TIPS. Mr S, and Ms Bsaid they enjoyed it and found it useful, and would like to attend again. Dr Akif invited them to attend the TIPS meeting on the 30/10/2018 at 13h30, when an external trainer will deliver training on GDPR. Mr and Mrs H offer to attend the following occasion.</p>	
8	<p>How to involve younger patients to participate, i.e. virtual groups. Suggestion to advertise the PPG meeting on the board in reception at least two weeks beforehand.</p>	<p>LU will advertise</p>
9	<p>Staff changes</p>	<p>Update telephone</p>

	<p>Dr Akif said that we had new receptionists joining the team and the team was more stable now. The practice will now review how to get support for LU.</p> <p>Patients do not seem to be aware of what Punita is able to do. Suggestion to change telephone message to raise awareness.</p>	message
10	<p>Dr Akif closes the meeting. No new date is set, but LU will be in contact in February 2019 to offer some dates.</p>	