

Patient Participation Group Meeting

Wednesday 10th August 2011

Present:

Louise Davis (LD)
Angela Dickinson (AD)
Jay Hemmings (JH)
Ian Sadler (IS)
Wayne Sherwood (WS)
Francis Thomas (FT)
Alan Tiplady (AT) **Acting Chair for Meeting**

Apologies:

Jessie Woodhouse (JW)
David Pratt (DP) **Chair**
Brenda Stevenson (BS)
Natasha Pennant (NP)

Welcome & Apologies

AT opened the meeting. Apologies noted. LD informed the group that NP had resigned due to time constraints of full-time work. The group asked if Averil Johnson had made contact, as she had not attended several meetings. LD confirmed that she had not heard from Averil but would make contact with her before the September meeting. It was agreed that the timings of meetings, which may prevent a cross-section of society from participating in the PPG, would be considered within the 'Constitution' document.

Action: *LD to contact Averil*

Notes of Last Meeting and Matters Arising

The notes were agreed, with the following amendments:-

- Meeting held on 13th July, not 11th July.
- Jay Hemmings to be added to the list of attendees

Action: *LD to circulate e-mail addresses of group members to ensure that they are correct, and pass on to Brenda.*

Update on DNA's (Did not Attend Appointment)

Alan reported that he had heard a radio presentation about a practice that had tackled the problem of DNA's and had made significant improvements. This practice had tackled the problem by using 'positive' messages and encouraging 'participation' by patients when making their appointments.

These actions included:-

- 1) When making an appointment over the phone, the patient is asked to repeat back to the receptionist the date and time of the appointment.
- 2) When making an appointment at the reception desk, the patient is asked to write down the date and time of the appointment himself or herself on the appointment card.

- 3) A poster in the waiting room was used to confirm the percentage of patients who had attended their appointments that month (*as opposed to a negative message portraying the number who had not attended*)

The group agreed that these were excellent ideas and could be taken forward in our practice.

Action: LD to discuss with practice staff at QPDM

Update on Pharmacy Collectors causing queues at the reception counter

LD reported that she had discussed the problem with the practice staff and it had been agreed that, in the first instance, the staff would ask the Pharmacy Collector to step aside and wait if there are other patients waiting to be served at the reception counter. WS suggested that the problem be raised with the Pharmacy Committee and at the Chairs meeting to see if a local solution could be found.

Update on Waste Medicines

LD reported that she and David had spoken to Vicky Bailey (General Manager – Principia) about the idea of a slip/stamp being used on the repeat slip to try to reduce the amount of medicines being ordered that are really not required. Vicky Bailey is very keen to pursue this idea.

LD suggested that we could use our group to ‘trial’ the proposal first, before launching to other practices.

Action: LD to develop suitable message/phrase to encourage patients to ‘think’ about their repeat order to be used on the repeat slip.

Constitution of the PPG and Terms of Reference

Alan and Wayne gave a detailed presentation on the work they had done previously on a suggested ‘Constitution and Terms of Reference’.

They gave the group information about the background to their work (in the light of the new Directed Enhanced Service), which requires PPG groups to be more structured and less informal.

Each point with the draft document was discussed and alterations/amendments suggested by other group members. It was agreed that full discussion and formal decisions in respect of the document would take place at the September meeting.

Conversation included the need for groups to take steps to ensure that a good cross section of the community is able to be involved, which may be by having virtual members who contact the PPG via the Internet or by other methods.

Actions:-

WS & AT to circulate the amended draft before the Sept meeting, taking into account the points made.

LD to bring Patient Profile to September meeting.

Meeting Closed

Next Meeting: **Wednesday 21st September 2011**
(Date changed from 14th September 2011)