

Oakleaf Patient Participation Group

Meeting Minutes 10.30 am 03/12/16

Present: E.F, C.C, F.T, Manjit Singh, Noorin Akhtar, S.S, I.J

Apologies: K.N, M.F

Latest news/events

Manjit/Noorin:

- Positive feedback from patients (show from **Friends and Family test** statistics)
- **Iplato service** is now used by practice to gain feedback from patients
- **Open day** is on 29th March 2016 from 10am to 2pm (downstairs)- 25 organisations invited, 15 national organisations invited e.g. Alzheimer's organisation, CAB, Barnados, etc.

Noorin:

- **Monitoring phone calls** for appointments and for other medical related issues (report to be given on improvements that are required by practice and where they are on **national level**)
- Staff given test for educational purposes
- **Alzheimer/Dementia patients reviewed** (Housebound visited others dropped to and from home to be seen by Doctor)
- New doctors brought in (**constantly reviewed**) to ensure consistent performance

Problems/complaints

F.T:

- Difficult to get appointments on-going and universal problem (there are many **appointment DNA's** and **referral DNA's** which can explain the difficulty to get an appointment)

Action- Online service available for patients to book appointments (10% of appointments) and telephone consultations available and looking to evaluate data being gathered about DNA trends will bring to next PPG to discuss.

Manjit:

- High demand for certain doctors e.g. Dr Waheed (inability to get appointments as he has 3 on line appt, 3 pre-bookable that leaves only **6 on the day** appointments)
- It will be useful to see if the high demand Dr's have lower DNA rates?
- People don't register child when they are born (only come when child has problem)
- Half of the building is **empty** (unoccupied rooms can be used for useful purposes/services)

Action- Manjit-from April 2016 people who repeatedly DNA appointments will be contacted

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Noorin/E.F:

- 10 minutes is not enough for patients to discuss/understand issues (may be communication barriers)

Action- Manjit-notice put up to remind Patients appointments to two problems per doctor/.
Doctors to look into using speech recognition software so as to increase face to face
communication time with patients

Action- Noorin- doing spot checks on doctors to ensure that their infection control and other key
skills are to the highest standard

Manjit

- Remind all of the upcoming Open day 29/03/2016.
- Discussions around PPG update. In addition to minutes do a notice of outcomes.

Action – Manjit send out reminder to PPG group of Open Day. Do a Notice of YOU SAID WE DID
of action Points

Agenda Topics for future meetings

- Feedback from Open Day
- Constitution for next meeting
- DNA Analysis of trends