

**Sheepcot Medical Centre
Notes on PPG Patient Meeting
23rd July 2018 at 6pm**

Present

Steve Macaulay Chair
Jack Alvarez
Sharon Carter
Barbara Johnson
Brenda Hall
Stephen Hill

1. Introduction and Apologies

Steve thanked everyone for making themselves available to attend, particularly in view of the very hot weather.

2. Matters arising

The PPG suggestions box in reception needs to be more clearly highlighted and Brenda confirmed she will do this.

The removal of a toy box and magazines to prevent infection was discussed. At least now a clear answer can be given related to infection control.

Dr Jackson had suggested telephone conferencing with interested patients during PPG Meetings. This will be first discussed with Liz and Teresa and raised at the next PPG meeting to iron out any possible problems. As part of this, Steve has purchased a conference telephone system which will be first tested before using at any meetings. A special phone number could be given out either on the Website or on the notice board and people would be able to ring in to join the meeting.

3. Practice Website

PPG Information

The PPG content on the Website has greatly improved but occasionally a small amount of updating is required, for example more members' photographs need to be added and also new meeting dates and minutes added. Ideally, PPG members would like to have access to the PPG page to update it. We will raise this again, as it would then be less of a burden on busy practice staff.

New Patient Access online system

The new Patient Access information website had received criticism when it was first introduced; now it appears only a few additional modifications are needed. Teresa had

assured Steve that everything seems to be working much better. One person in the recent patient survey commented that repeat prescriptions using the web site no longer let the patient know when it has been accepted. Also there seems no system to explain to the patient when a prescription request has been turned down. There still seems to be problems with registration by some existing patients who share a common email address.

The issues are mainly in the hands of EMIS, the software provider, to sort out, The Committee Members said they would try it again themselves to see if they experienced any difficulties.

4. PPG patient survey

Brenda had kindly collated the responses. There was discussion on the initial analysis of the results of the 2018 patient survey of over 60 patients. Overall, the results were largely positive: there was high awareness of telephone consultations and availability of evening and weekend appointments and cancelling and making appointments online. About half knew they could access medical records, get test results and leave non urgent messages for doctors. There was concern in the PPG that many of the younger (under 30) population rarely use the website, although they were aware of it. This is disappointing in view of the aim of recruiting more people to use online services.

Where there were comments in the comments section, a few highlighted concerns over the length of time necessary to see a doctor when making routine appointments, though people were largely satisfied with getting emergency appointments when needed. There was discussion that we should raise again at the next PPG meeting the idea of a regular surgery session with no appointments, on a first-come, first-served basis.

There were also a small number of comments about reception, that some felt they asked too many intrusive questions before they gave an appointment. A notice has now been placed in reception to explain why reception needs to ask questions and reassuring patients of confidentiality.

Some individuals gave suggestions about extending the offering in the surgery, for example giving advice on diet, alternative treatments and other matters.

The survey of the Baby Clinic patients will continue with Steve, Brenda and Barbara completing short paper surveys with comments canvassed in the few minutes before appointments.

Some respondents expressed interest in becoming virtual PPG members, but unfortunately the anonymous process of the survey did not allow follow-up.

5. PPG to publicise information on registration of Carers in Herts

At the last PPG Practice Meeting, Liz agreed to talk to Herts Carers to identify a short

Herts leaflet with the necessary information in summary form to give out to patients at the flu clinics in September. The aim is to clarify what benefits are available for carers and this will assist the PPG over what action we can take.

6. Any Other Business

None

7. Dates of next meeting

PPG practice meeting. 3rd September 2018 at 6pm

PPG patients meeting 24th September 2018 at 6pm