



Mickleover Medical Centre Patient Participation Group
Brief notes of meeting held on Thursday 20th September 2018.

Present

Phil Coultas, Sue Walker, Apostolos Fakis, Colin Scrivener, Janet Van Craeynest, Marcus James, Liz James, Emma Wall (Practice Manager), Saraiya
 (Forgive me for any omissions or errors with names)

Introduction

Marcus began the meeting by expressing his hope that we can use the energy of group, enhanced by new members, to make a genuine difference.

The meeting began with a practice update from Emma, including the following:

- The Practice has taken part in a learning time exercise with 16 other practices to look at learning from and sharing best practice
- Saraiya Lindsay has been appointed as Reception Manager and is introducing new ways of working in Reception
- Missed Appointments or DNAs ("Did Not Attends").

The group discussed possible reasons for failed attendance including not being able to get through on the telephone to cancel, people not bothering to cancel, appointments being booked several weeks ahead and the issue having resolved itself.

Unfortunately, there is little data available on the reasons for DNAs and the Practice lacks the time to do an analysis. How do we get to the reasons why people fail to attend? Can the system flag previous DNAs to allow clinicians to raise this at the next appointment? **Could the PPG help here?**

Changes have been made to the release of appointments for booking via the telephone and online. Fewer are now available well ahead. More are being held back for release on the day. There has been a reduction in complaints about lack of availability of appointments.

The new website will allow booking and cancellation of appointments.

- The Practice will be using "Zero Tolerance" letters to be sent to patients who are abusive to Practice staff.

We discussed ways in which the PPG can take pressure off the practice and help patients.
Any ideas welcome.

We discussed the video messages on the waiting area screen. Some group members felt they convey the sense of a failing system. Other members are more comfortable with the messages. Emma now has log-on details and can change elements of the slideshow.

We discussed ways to reduce DNAs including using text message reminders and considering adopting ideas used by some hospital departments such as explaining the implications of missed appointments or saying how many other people are waiting for that appointment. The



Practice will NOT currently be removing from their list, patients who miss appointments, in recognition of the vulnerability of many patients and the often genuine reasons for DNAs.

We discussed the new website. Emma said that much of the old content will be gone and suggested that the PPG could view it prior to it going live and give feedback on accessibility including jargon, and picture/symbol use. There will be some ability to influence the website's content.

We agreed that the PPG can decide what goes on its own page on the website

We discussed 7-day access to primary care. Access for Mickleover Medical Centre patients is via the Hub which operates out of the Park Farm Surgery.

Emma and Saraiya then left the meeting.

We discussed the more positive tone we are now experiencing from the Practice.

We agreed that we would value Partner attendance at the PPG, from time to time, or some other means of dialogue with Partners. We want to collaborate with the Practice to improve services to patients. What is it that the Practice would like us to do? We don't want to be a fund-raising group or just support flu clinics.

We discussed the telephone system. Could there be a dedicated cancellation line?

We discussed potential research ideas and proposals of which Apostolos is aware, that the practice could engage in.

We agreed that this should be discussed further. Apostolos is willing to discuss this with the practice.

We discussed the way forward

We agreed to ask Emma to come up with the top 5 issues she thinks we could help with.

Date of next meeting: 10th January 2019 at 16.00.