

Notes of PPG meeting held on Wednesday 24th January 2018 in the Woodgrange Medical Practice

Present: Caroline Brown (CB), Peter Rekhaye (PR), Knolly Charles (KC), Jennifer Sheikh (JS), Lorraine Francis (LF)

1. Apologies: Ray Menon

2. Minutes of the last meeting

These were accepted

3. Main Agenda

3.1 Flu campaign

Dr Naqvi confirmed that despite the campaign continuing uptake was down on 2017, matching the trend across London. The target is 75% of the eligible patients; current uptake was at 50%. This would continue to be monitored.

ACTION: WMP

3.2 New Build & Signage

New signage for the new build is in the process of being ordered – there was then a general discussion on patient experience eg disabled access as well as issues with the main front door – there was a suggestion that the door should be automatic –it was suggested that reception staff be asked their view a continuously opening door may be distracting and cold.

ACTION: WMP

3.3 Complaints

It was noted that complaints were sometimes overhead coming from patients in the waiting areas – these included long waiting times/lack of information. There was a discussion regarding possible solutions which included:

- Update at reception on delays
- Doctors coming into the waiting area to apologise
- The whiteboard indicating where clinics were running late.
- Using the first floor reception area again
- Re allocate and spare slots for patients whose doctor is running late

ACTION: WMP

3.4 DNAs (did not attend)

The Practice stated that the situation with patients not attending appointments was significant eg 367 DNA appointments between them cost the practice £5000 + and that over 300 patients did not receive an appointment when they could have done.

The report was discussed in detail including reasons – it was agreed that most were due to patients not contacting the surgery and when asked as part of the research gave various responses including, they forgot, had to do something else, the weather was bad etc. It was also noted that the surgery did not always have up to date contacts for patients.

Woodgrange Medical Practice – Patient Participation Group

It was agreed that receptionists could ask patients to confirm their mobile number when booking an appointment by repeating the last 3 digits of the number

ACTION: WMP

It was also agreed that having the details of the number of DNAs and the cost both financial and in number of appointments was helpful – this will be displayed in the reception.

ACTION: WMP

The situation regarding numbers of DNAs will be reviewed in 3 months and discussed at the next PPG meeting.

4. Any other business

It was noted that the Mayor of Newham – Sir Robin Wales and his deputy had visited the Practice.

Date of the next meeting

The next meeting will be: **Wednesday 18th April 6:30pm WMP**