

HEREWARD GROUP PRACTICE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD AT THE PRACTICE ON MONDAY 15 SEPTEMBER AT 6.15 PM

1 .PRESENT

Mr B Sadler (Chair), Mrs S Michael (Practice Manager), Dr T Ashley- Norman (GP and Practice Partner), Mr M Wright, Mrs M Wright, Mr R Casboul (Secretary) .

2. APOLOGIES

Received from Mr R Rose and Mrs K Dolby.

3. MINUTES OF LAST MEETING.

These were accepted as a true record and signed by the Chair.

4. MATTERS ARISING.

Mrs Michael confirmed that she had obtained agreement from two students at Bourne Academy to join the Group. **Their contact details to be provided to the Secretary. (One confirmed)**

5 .GENERAL PRACTICE FEEDBACK.

Mrs Michael updated the Group on the appointments position. There had been considerable improvement. It was felt that sufficient appointments were now available to satisfy patient demand despite patient numbers increasing. In particular availability of online appointments had improved with much reduced waits provided Patients were flexible on which Doctor they were prepared to see.

It was confirmed that Dr Wheatley would move to a three quarter time commitment from 1 October. The Practice would also welcome in the near future Dr Padmore (three days per week) and a new Registrar Dr Sethi. Dr Irvine would end his attachment as a Registrar at the end of the current week.

Mrs Michael and Dr Ashley- Norman discussed with the Group the impact on appointment availability caused by Patients not attending booked appointments (DNAs).A recent audit had been undertaken at the Practice covering the three months ending 31 August. Some 285 doctor and 253 nurse appointments had been missed.10 Patients had missed 3 or more appointments and 15 Patients had missed 2 over the period. The DNA's represented a significant percentage of the available patient appointments slots at the practice over 3 months.

The Practice sought the views of the PPG on how to deal with the problem.

Various options were discussed. It was recognized that some form of resolution must be implemented if the DNA's continued at the same rate as the majority of sick patients were being disadvantaged. It was agreed that the situation would monitored for a further 2 months to see if the trends was declining or rising given the improved appointment situation

The practice would also look at the current appointment reminder protocol for those Patients receiving mobile phone reminder texts.

The issue would be discussed at the next meeting whilst the practice continues to collect DNA statistics over the next 2 months.

Mrs Michael outlined to the Group arrangements for flu vaccinations during October as well as the arrangements for multiple vaccinations and nasal spray vaccinations which would be offered to children aged 2 to 4 with contact via a parental letter. Full details will be published shortly in the local press.

Mrs Michael reminded the Group of the introduction of the “Friends and Family Test“ on 1 December and agreed to bring further details to the next meeting.

6. MEETINGS ATTENDED BY CHAIR.

Mr Sadler reported that the last scheduled meeting of local PPG Chairs had been cancelled .There was nothing further to report.

7. ANY OTHER BUSINESS.

A number of members had received feedback from neighbours and friends regarding the indifferent service in dispensing prescriptions provided by the three commercial pharmacies within the town. Mrs Michael indicated that the Practice is actively considering E-prescribing. Further information could be shared at the next meeting.

The poor state of a small number of chairs in the waiting area was raised. Mrs Michael replied that these had only been used during a period of heavy demand and had already been removed.

8 .NEXT MEETING.

Monday 24 November at the Practice at 6.15pm.