

Minutes: Patient Participation Meeting Feb 2014

Present: Please see sign-in sheet for Patient representative attendees.

Natasha Roxborough (NR) and Dr Sanjeeve Sockanathan in attendance on behalf of the Walk-in Centre.

- Introduction
- The last minutes were reviewed.
- Poor attendance and uptake noted.

Updates:

- New GP/Clinical Lead – informed PPG that Dr Sockanathan was taking a two-year sabbatical and would be leaving. Dr Gallagher would be the new lead GP and joining us in March.
- Changes to the Waiting area /reception – it was acknowledged that the queues at reception get very long at peak times. The Practice is looking at ways to improve this. Where possible reception will have a navigator in-place to help and direct patients / queue bust. The reception team is currently going through a recruitment phase / inducting new staff. High turn-over of staff noted.
- Increase uptake of patient feedback, looking for ideas to improve this and engage with the patients more effectively - The PPG decided they would like to think about this and bring back any ideas at the next meeting.

Areas for discussion

- Triage Appointment System - How to manage demand on the day for registered patients. Patient list size growing, as such more staff should be employed to deal with this. More Nurses that could offer booked clinics rather than coming down to sit and wait.
- Telephone system needs upgrading – very difficult to get through on-phone – NR informed PPG a new phone line would be going-live in the next month or so.
- Queue busting – where possible a navigator will be on hand to improve the patient journey – let people know where to sign in / update them of any delay.
- PPG moving forward – NR suggested that the PPG elect a Chairperson and Secretary. They would be responsible for setting the agenda and producing the minutes and feeding back to NR. All acknowledged this would only work if there was more patient uptake. SD suggested more notice needed.