

PPG MEETING**Attendance:****Rachel Charge, Tatjana Djordjevic, Stephen Duckworth, Jeremy Raphaely, Henry Peterson****T DJORDJEVIC NOTED:**

- TD ensured that meetings are happening regarding website, this will be changed and amended.
- TD noted that all reception staff are in however current wait time is 6 mins
- DNA's have been much better since same day
- Coding appointments for DNA F2F however do not code missed telephone apts SD recommended noting this in newsletter
- Medication requests are preferred to be sent via the online request/ email rather than over the phone
- Not many patients are using PATCH's
- To meet in 6-months' time APRIL

J RAPHAELY NOTED:

- JR requested next lot of data to be sent to PPG members
- JR noted that from 1-4 in the line, got stuck on hold for extremely long time leading to starting again. Tried again and did the same thing. Noted this usually happens when reaches no.1 in the queue
- DNA phone appointments, in past experience phone only rang twice by doctor before I could pick up. If counted as DNA's should not be acceptable. To possibly reduce DNA's, ensure the phone rings right out before putting down completely rather than be arranged an hour and a half later for another call

H PETERSON NOTES:

- Used the NHS App for the covid jab – was fine. Had this done at Bloemfontein road who allowed walk in appointments
- In 2015 neighbourhood plan for borough, health centre premises were being eyed by NHS property services as a residential sight. Currently updating neighbour plan, will update this - ie. Needs to be good walking distance

STEPHEN DUCKWORTH NOTED:

- The appointments section on the website is misleading
- Says covid and flu jab user friendly. Patient asking if surgery can find elsewhere to get COVID jab
- Recommended to publicise in Newsletter that we are able to book into the HUB for COVID
- To possibly congratulate the patients that do attend apts rather than the patients that DNA
- Recommended saying "To ensure that your wait time on the phone is shorter please avoid medication request via phone, please contact the practice email"
- SD noted he is concerned about data safety and access from third parties

R CHARGE NOTED:

- RC noted that a survey was sent out to patients, only 10% of patients wanted evenings and weekends open
- RC noted that GOV changed contract, every apt needs to be booked on the daily. 3 pre-bookable appointments at start of the day (online apts), same day apts (patients can decide f2f or tele). Pharmacist and nurse are unable to be booked same day.
- To audit JR phone call
- Have the option to book patients into the HUB at St Charles for COVID
- Spoke with the staff regarding what they spend most of their time doing: patients not knowing what meds they need to request, explain what is best for telephone, f2f. Make the best with resources

- RC noted that she will send newsletter out for them to comment on this and if there is anything that needs to be added