

Derwent Medical Centre

Meeting 14th December 2017

Present: Rev PM (chair), Mr AK, Ms MS , Ms RA & WS (Practice manager presenting the DMC practice)

Apologies: Mrs SM & Dr KR (both patients)

1. Welcome

The Practice manager welcomed all members and thanked them for their time

2. Last Meeting minutes

No issues

3. Did Not Attend (DNA)policy Looking for PPG Input

WS explained the rationale behind the new protocol for writing to patients whom (Did Not Attend -DNA) more than twice within a given month. Also the practice has been displaying 5 posters in the waiting room as well as advertising it on the patient call screen (Jayex) on a monthly basis showing the number of missed appointments for each month. The positives from this exercise is that the total number of DNA and DNA more than twice within a given month has gone down since this process started in August 2017

There were various input from PPG members and WS responded and confirmed that the practice sends text reminder to patients about their appointments, we do send letters to patients failed to attend more than twice except house bound patients or patients with mental capacity issues

GP Patient's Survey

WS handed copies of the national GP patient Survey which is normally carried out by NHSE anonymously. The handouts covered various aspects of services provided by practices in England & Wales and WS went through few examples highlighting the practice performance compared to the local average and national average figures as well as comparing Derwent Medical Centre-DMC to two practices within the vicinity. PPG members expressed their happiness with DMC overall performance

AOB

The Chair PM asked if there are Sunday appointments available and the answer was yes to be booked with Barnet Federation Hub through the practice.

Mr AK commented regarding the notice on the main door asking patients to report to reception on their arrival, where they could arrive themselves without reporting to reception and WS agreed this could be revamped to reflect that.

Ms RA enquired about how she was not given the option by reception to have the flu vaccine privately at the beginning of the flu season. WS apologised and explained that was due to few reasons including priority patient's gets treated first, then the non-priority ones afterwards as well as stock availability at that time.

WS updated the PPG members regarding staff recruitment, including the Practice has employed a new salaried Doctor Dr LE for two sessions per week. These two sessions are to

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replace Dr LA who reduced her working sessions by two. Also a receptionist (JW) has resigned to be relocation to another city and the practice is in the process of recruiting two part time receptionists instead of one full time.

Also the practice manager WS confirmed that the Practice is still advertising and inviting patients (existing and new ones) to join our PPG however the response has been poor.

The PPG members confirmed that they are happy with the PPG circulations that WS has been emailing these to them and they found them informative and useful.

Date of next meeting

Thursday 15th Feb @ 5.00 pm