

PPG Meeting Summary Notes

Wednesday 14 March 2018, 7.00pm

The meeting was attended by 12 PPG members and Rosie Green, Strategic Business Manager for Lilliput Surgery. It was chaired by patient, John Chapman.

1. Hello & welcome from the Chair

2. New Appointment System

Rosie shared some materials which showed how the new GP appointment system would work. It was scheduled to go live on Tuesday 3 April. There would be a walk in clinic every day, and a push for things to be dealt with over the phone where possible. Patients would still be able to book scheduled appointments up to 2 weeks in advance if that was their preference. The group were pleased (and surprised!) that the new system would be implemented so quickly after having discussed it at the last meeting in January. Rosie confirmed that the system could be tweaked to make improvements or even changed altogether if it was found to be unsuccessful. The new system meant there would be an additional x100 appointments per week with GPs.

Rosie asked that anyone happy to volunteer some time to help out in reception over the first few days of the new system to email her. Rosie would email PPG members when the information leaflets were ready so members could collect some to hand to friends & neighbours if they liked.

3. Cancellation levels

The group wanted to know how “DNA” or “Did Not Attend” rates had been recently. Rosie explained that DNAs (where patients with a booked appointment do not turn up on the day) were different to cancellations (where patients inform the surgery that they need to cancel an appointment in advance). Rosie explained that the last time she had looked at the data it had increased (before Christmas) and would look at more recent data imminently.

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There was a discussion about how to reduce DNAs, including the idea that patients could be charged some kind of “fine”. Rosie explained this would need to be part of a national agenda and it was not something the Surgery could decide to do for NHS appointments independently.

Rosie pointed out that DNAs would reduce as a result of the walk in clinics as these appointments would not be pre-booked, and that walk in clinics would be more efficient as patients could not be late for appointments.

4. Reception staffing update

Rosie explained that the surgery had suffered from the highest staff sickness levels they had ever had this winter, and had been affected by the winter flu prevalence (as well as having increased patient demand as a result of this). Rosie apologised if people had had to wait for long periods to get through on the phone or had had to queue at the reception desk. Things were nearly back to normal.

Rosie confirmed that there were no clinical vacancies currently and the only vacancy was an admin position.

5. Dorset PPG Network events

Rosie had had confirmation from Dorset Clinical Commissioning Group (CCG) that the next CCG Networking event would take place on Wednesday 23 May at 5.30pm at the Allendale Centre in Wimborne. Further information would be publicised closer to the time.

6. Working with nearby surgeries

Rosie explained that this work is continuing. Dorset CCG have said that they'd like future services to work on a basis of 30,000 – 50,000 patients so local surgeries are looking at how they might be able to work together.

7. Community working opportunity (possibly!)

Rosie informed the group that she had applied for a place on a Collaborative Practice Leadership Programme which could help the Surgery to look at other ways of supporting patients with non-clinical needs so as to reduce the clinical demand on the practice. It would involve recruiting patient “health champions” to help deliver this work in the community.

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Members discussed various ideas for groups which might help our patients and it was felt that this would be a very positive and exciting direction for Lilliput Surgery to take.

Rosie would find out if her application was successful after Easter and would let the PPG members know.

8. Any Other Business

- **Thanks to Reception Team**

Members wanted Rosie to pass on their huge thanks and appreciation to the receptionists as it was recognised how challenging it must be to deal with patients when there were no routine appointments available to offer. It was acknowledged how difficult some of the patients' behaviour could be.

It was hoped the new GP appointment system would make their day-to-day jobs a little easier!

- **Start time of evening PPG meetings**

Members all agreed that a slightly earlier start time of 6.45pm for the PPG meetings would be preferable. Rosie would action this.

The meeting closed at 8.15pm, thanks by Chair to all.