

Meeting of PPG March 13th 2013

Unfortunately, only 2 members of the group were able to attend the meeting. 4 other people had planned to attend but were unable to do so at the last minute.

Annual report

This had been circulated by e-mail prior to the meeting. Fran Duggan had had contact by phone or e-mail from several group members who agreed the report. No further comments or suggestions were made during the meeting. The report was agreed and will be up-loaded to the website once these minutes have been added.

The action plan was agreed and we will start to work on the new items from April onwards.

Action Fran Duggan

Virtual PPG

Text messages have been sent out to all patients about the virtual PPG. The initial response was good and we had 4 patients sign up on the first day. However since then we have only had another 4 responses, which is disappointing given the list size and the number of text messages sent. One group member had contacted Fran Duggan and pointed out that not all phones allow you to cut and paste text and so some people may have had difficulty responding to the text message which required you to do this in order to add your name to the virtual PPG list. This was discussed at the group and it was agreed that we would see if this continued to be an issue when we promote the virtual PPG over the next few months. If it is, we will have to re-visit this concern.

The surgery will actively promote the virtual PPG as well as the PPG over the next few weeks through information in the waiting rooms and personal contact and we will review progress at the next meeting.

Action Fran Duggan and IT clerk

Appointments

The surgery's clinical and admin staff held a meeting in February to discuss the current difficulties in terms of appointment provision, type and availability. The information provided for this meeting in terms of length of appointment, when the appointment was booked and who it was booked by was made available to the group. We had some discussion about this but agreed that we would like to discuss this further next time.

For information

As a surgery we have agreed a new format for the clinic times, with a certain number of appointments being pre- bookable and more appointments being available to book on the day. We aim to try and have between 60 and 100 appointments available to book on the day and we will try to ensure good availability of book on the day appointments on Mondays and Fridays which are the busiest days. We will start this in April and review this after 4 weeks to see if we now have the correct balance between different appointment types. At the meeting of surgery staff we also agreed that we need to do further advertising about how to book an appointment and the different options.

DNAs

Month	Drs appts offered	DNAs for the month	% of Drs appts missed
Mar-12	2677	291	11.90%
Apr-12	2010	189	9.40%
May-12	2664	214	8%
Jun-12	1804	93	5.2%
Jul-12	1918	152	7.95%
Aug-12	1967	137	7%
Sep-12	2067	161	7.8%
Oct-12	2964	239	8.1%
Nov-12	2971	210	7.1%
Dec-12	2511	159	6.3%
Jan-13	2695	172	6.9%
Feb-13	2663	199	7.25%

Although there is a slight increase in the DNA figures, this is unlikely to be significant and overall is still greatly reduced compared to the figure in March 2012.

The group were pleased with this and it was agreed that the text messaging service in terms of appointment reminders and confirmation has played a large part in this. However the group are still keen that the surgery takes further action to reduce this. The surgery staff had also discussed this at the meeting in February. We continue to be concerned that patients who are vulnerable are not sent any communication following a missed appointment that might discourage their attendance or cause them further upset. The GPs agreed that they would add patients to a list of people who had DNAd and would not add anyone to the list who was causing them concern. The group suggested that patients who reliably attend appointments were seen to have an advantage in terms of what they could book. It was suggested that patients who repeatedly DNA are not able to book appointments in advance but can only book on the day. It should be made relatively easy for patients to re-gain their privilege of booking appointments in advance. This will be discussed further by the surgery clinical and admin staff.

Action Fran Duggan

Membership of the PPG and timing of the meetings

In view of the difficulties over attendance at the last two meetings, it was suggested by e-mail that we review the timing of the meetings. When the group was started Wednesday evening was the most convenient time for the current group members. If we recruit new members we may need to decide if this is still the care for the majority of the group. It may also be appropriate to hold a meeting during the day at certain times of year to facilitate attendance.

Action Fran Duggan contact all current and new group members re timing of meetings.

What next?

We felt unable to address this agenda item but will return to it when we have more group members present. We still need to be clear about the mandate for the group from the rest of the patients and how we clarify this.

Fran Duggan will try to arrange a convenient date and time in early May for the next meeting after consulting with established and prospective group members.