**Minutes of Patient Participation Group Meeting**

**Dr Nagpals Surgery**

**Thursday 21st November 2019**

**Practice staff present:**

Dr S K Nagpal

Dr N Nagpal

Zaheda Khatun (Senior Secretary)

Catherine Wood (Practice Manager)

Halima Akhtar (Practice Nurse)

**Patients present:**

AC, GR, LT, BT, JS

**1. Welcome and Introductions**

CW welcomed everyone to the group and thanked them for their time.

**2. Apologies**

SB, AH, MR

**3. Minutes of Last Meeting**

Action plan update was discussed in the meeting today, please see section 5 of the minutes below.

CW mentioned to the group that she has been unable to send a text message out to all practice patients in relation to interest in an evening PPG meeting. This is due to the sheer amount of SMS credits that will be used up. An IT member of staff is due to come into practice this week to see if they can reduce that number so that only one SMS message goes to 1 household.

A flu uptake update was given in the meeting today, please see section 6 of the minute below.

DNA patients were also discussed in the meeting today, please see section 4 of the minutes below.

**4. DNA Policy**

CW brought to the meeting a draft Did Not Attend policy that the practice wished to implement. On discussing this in the meeting it was felt that 5 DNA appointments in a 12 month period before contact with the patient was quite lenient. This was discussed and it was decided that 3 appointments in a 12 month period was more realistic. I have attached a copy of the new DNA policy with these minutes for your attention. Please contact me and let me know if you want to discuss this further.

A more general discussion was had around how we can tackle the DNA rate going forward and AC asked if we could possibly break down the 144 DNA patients for the month of October into clinicians. CW has amended the search and summarised the findings below;

Practice Nurse: 57 missed appointments

Dr Nirmala Nagpal: 14 missed appointments

Dr Satish Nagpal: 28 missed appointments

Dr Anu Varghese: 17 missed appointments

Deepa-HCA: 27 missed appointments

Other: (outside agency) 1 missed appointment

We have also found on the computer system an alert that informs reception if the patient has already got a future appointment booked. This will hopefully prompt the receptionist about questioning the future appointment and whether it is still required. There are numerous slides that have been added to the TV screen in reception informing patients of how many DNA’s we have had throughout the previous month and we are also hoping to send a text message out to all patients once a month informing them of the number of DNA’s.

**ACTION: The DNA rate will be monitored at each PPG meeting going forward.**

**5. Action Plan**

CW gave a quick update on the action plan for 19/20. The GP patient survey reporting is 6 months behind. The practice is due its next data in January for the previous 6 months and as soon as we receive this data CW to update in the PPG meeting. We are still continuing to encourage completion of the GP patient survey to increase our completion rate. All Clinicians now have a slip of paper in their room to give to patients to inform them of the questionnaire and are encouraging patients to complete them. Again, we are looking to send a bulk text message out as and when we are able to manage the use of the SMS credits (as mentioned above).

We are continually promoting online access and the latest figures are showing that through the month of October alone 132 patients booked or cancelled an appointment on the MyGp App and 82 patients booked or cancelled an appointment via the patient access.

This is a significant increase as throughout the whole of 2018 we only had 218 patients who had booked an appointment online via patient access. The MyGp app has increased online access uptake significantly with 645 patients now downloading the app and we hope that this increases going forward. We will feedback on this going forward in future PPG meetings.

As PPG members are aware we devised a questionnaire in house to ask patients what they liked, did not like and what improvements they would like to see. These results have now been collated and common themes for all those 3 areas have been summarised. These common themes will now be taken back to a future practice meeting for discussion. CW to feed this back at next PPG meeting.

**6. Flu Uptake**

Age 18-64 years: 550 ordered and 311 vaccinated

Age 65+: 350 ordered and 297 vaccinated

26 Childhood Nasal Flus administered so far this season, which is positive. Throughout the 2018-2019 season we only administered 25 nasal flus. It continues to be a challenge due to the gelatine issue but the surgery continues to promote and encourage as much as possible. There was an interest as to which country the vaccinations are manufactured and shipped from. On further investigation into this they are made in Australia and shipped from there to various countries in Europe to disperse to the UK.

**7. Any other Business**

CW informed the group that Sumayyah who worked on reception has now left her post and we are currently recruiting to fill her post. Other reception staff are currently picking up extra hours to cover the hours required on reception.

CW mentioned in the meeting that we had recently had out CQC telephone review and that this went very well and they are happy with the responses provided. They will monitor the practice and be in further contact if they feel that an inspection is needed.

CW invited all members into the new extension and all PPG members were impressed with the size of the room. CW mentioned that we were having difficulty in contacting the company in relation to the shutters. However, since this meeting contact has been made with the company and due to the owners Mum passing away this is why it has been difficult to make contact.

AC asked if there was any update of Dr Preeti Shukla joining the practice as a salaried GP. Dr Shukla has been unable to confirm a start date with the practice due to her personal circumstances, however we will keep the PPG meeting informed going forward.

AC informed the group on a recent article that he had read regarding 600 GP’s have left the NHS over the past year but 18,000 students (a significant number from overseas) had enrolled onto a medical course in the UK. NN mentioned that a lot of these students study in the UK and then leave again to fulfil their career in another country. Both SKN and NN gave an assurance to the group that they would not leave the practice without making sure that the practice was in “good hands”.

LT asked for all practice staff names, CW will display all staff photos and names on a “meet the team” display board in the reception area!

**9. Date and time of next meeting**

Thursday 13th February 2019 @ 2:30pm