

# Akerman Medical Practice

## Patient Participation Group Minutes

Date: 30<sup>th</sup> March 2015

Minutes Taken By: Neil Rodrigues

Item	Discussion & Decision
<b>Latest from the Practice</b>	<p>Pachi has left the practice, this means that we do not have a Spanish translator at present, we noticed that we had an increasing Spanish population and therefore we hired a member of staff that could speak Spanish so that it would make communication easier for these cohort of patients, we are currently looking for a new member of staff to take her place.</p> <p>Natalie has also left after being with the practice for over 7 years.</p> <p>Laura has joined the admin team to cover the whole that was left.</p> <p>Iveagh and Myatts Field Medical Practice are joining on the 1<sup>st</sup> April 2015 to form the Minet Practice. Joined together due to financial constraints of a new PFI building</p> <p>We will be hopefully</p>
<b>New services in the building</b>	<p>The group suggest that when new services are going into the building that the practice patient participation groups should be involved as they are the end-service users.</p>
<b>Local Area</b>	<p>Our locality has formed a federation SELHP (South East Lambeth Health Partnership) over the course of the year they will be looking into service specially for the locality and commission the services.</p>
<b>Priority areas</b>	<p>Appointments – After December meeting appointment system changes, so that patient do not have to call back at 12, looking at the survey patients have said that this has been an improvement.</p> <p>Communication – Group says that is great improvement they know more, few ideas for the newsletter, have the name of the staff as a standing item, one section do a problem solving article. Not to go down the facebook or twitter angle as this will just be more place to find information and people will misuse (by just complaining).</p> <p>Service interaction – from the survey patient overall were just satisfied with the interaction that they got from Admin, doctors and nurse. Group are happy with the interaction that get from the surgery and sy that it is improving need to re-do survey in couple of months to see improvement.</p> <p>Will resend same questions in few months to see the change if there is any.</p>
<b>AOB</b>	<p>Worried that with money moving to GP's means that items such as medication will be withheld due to cost, Neil went through how finances work and saying that money for enhanced services are moving to GP such as services for the local area ( NHS Checks, HIV screening) but overall cost and items that are considered basic health will not be such as medication. As well if a patient needs a medication doctors have a duty of care to patients first.</p> <p>High DNA (Did not attend) appointments for nurse, admin staff now call patients in the morning to remind patients, it was suggest:</p>

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- send message out to patient to tell them the cost of missing an appointment
- in the survey of penalties, will have to take this back to the practice to see what can be done.

Answering the phone, could admin answer the phone with the name of the surgery and their name as well speak a little slower. Neil will take this back to the practice meeting.

Group would like pictures of the team up on the bulletin board as well as the website, that way they know who they are talking to, as well for clinician's times that they are in.

Medication, if their medication has been delayed or rejected can patient be contacted beforehand so that they do not have to come down to the surgery and wait around or that they go away unhappy, Neil will take this back to implement

Future meeting – group discussion where the following was suggested:

Alternate between day and evening,

Maybe the next one have two on the same day one in the morning and one in the evening to see which way the group should go.

Advertise the date so that patient have a couple of months notice not just one.

Group would like doctor to attend meeting.