

Jenner Patient Participation Group

Minutes of meeting on Monday 10 March 2014 at 6pm

Present: PC, MG, BR, NR, NS, HW, Jeanette. **Apologies:** Andrew, Julie, Paul, JP. **Not present** AB, BB, GH

Initial issues

1. Peter still waiting for draft text on wheelchair access in order to write letter of support.
2. No news yet about tarmac repair for wheelchair users.
1. No news yet about PPG receiving emails of vPPG in order to circulate agendas and minutes, invite to meetings, etc.
2. Next year's survey: Jenner will hire a firm to do the analysis.
3. MG: some scripts don't arrive at Rickmans. Jeanette advised talk to Dawn.

2 Review of last year's plan

Remove Automated Telephone Booking System	Done
Explore installing new Telephone Calling System	Done
Improved booked appointment availability	Ongoing This year introduced triage
Increase Telephone Consultations available	Achieved and ongoing
Develop Online Consultations for Routine Queries	Not achieved. No longer a priority.

The action plan

- Tuesday 18 March, partners meeting to consider action plan. Posted off by 31 March.

Appointments

- Action plan: more appointments to be available on the day
- New initiatives, not yet approved but hopefully coming soon:
 - a. Walk-in clinic (no appointments), 9-30.11-30 each day, 1 doctor, 22 patients, 5 minutes each.
 - b. Intention to set computer to make daily online appointments available at 7.30pm previous day.
- Need to do a statistical analysis of success in booking appointments
- Contrary to the minutes of 10 December, the PCG takes note of the appointment *offer*. It does not sample success in booking appointments.
- At any time one doctor is off appointments as duty doctor. Another doctor is currently on long-term sick leave.
- Extended hours already exist: Mon 7.30-7, Thu 7.30-6.30. Re weekends, doctors have families and deserve a break too.
- How to reduce the number of DNAs (did not attends)?
- Need to combat the perception that you can't book, even if this is incorrect.
- All procedures should be explained on the website – Jeanette agrees completely. (See website heading below)

- Telephone system has only 8 lines, so this limits the number able held in the queueing system. Prohibitively expensive to increase. N said some would prefer to redial anyway. It is hoped that initiatives above (walk-in clinic, online appointments released daily) would reduce the 8am bottleneck on the phone system.

Reception

- Recent changes on queues and privacy welcomed.
- 3 new (part-time) receptionists had just been engaged.
- From the end of April, 2 on the desk at busy times. If queue exceeds 4 they ring a bell for help.
- Better than other practices with front-desk receptionists who also have to answer phone.
- Some polarised comments on the survey. Can training be given so the less good receptionists match the best?

Vision Online

- In survey, reaction is polarised. Many give it 10 points. Others give it 1. Need to win over the unpersuaded.
- Many comments say VOS does not work properly. Need to list outages on website, to demonstrate it normally does work.
- Some PPG members said password resend does not work.
- Need a person to contact when stuck, with a specified timescale for response.
- VOS re EMIS. Doctors like VOS. Some have difficulty logging in, but it then works well. Deceptively difficult to change IT systems. EMIS used by all other Lewisham practices, and local reporting templates therefore geared to EMIS not VOS.

Wheelchair action points.

Website

- Website: Is good but needs more explanations. Needs major review. Is reviewed monthly by Julie. Make website a standard item for PPG.
- Raise profile of changes at the Jenner. Use website and also direct email to raise awareness of the improvements taking place, and of what the PPG does.

Other points

- Pre-meeting **Tue 25 March cancelled** (too soon). Next meeting is Wed 9 April (full meeting, now without pre-meeting. Members should email agenda suggestions to Peter.
- The meeting ended at 7:30.

DRAFT PPG's requests for action plan

1 Increase availability of appointments

Implement a walk in clinic

Release some online appointments at a stated time daily

Conduct a statistical analysis of a sample, in order to Improve on anecdotal evidence on booking appointments.

Provide clear explanations on the website of the entire process of releasing and booking appointments.

2 Reception: improve the perception of all receptionists

Give training to enable the less good receptionists to match the best.

3 Vision Online - improve the no. of patients using the system

Provide a named member of staff who can be contacted by patients experiencing difficulty using VOS, and who will respond promptly.

4 Improve communication with patients

Review the website monthly

Keep the website updated with as much information, clearly expressed, as possible.

Use email to alert patients to improvements in the practice and to discussions in the PPG.

5 Wheelchair access

To implement the PPG report on wheelchair access.

HW 14.3.14, rev 16.4.14