

Jenner Patient Participation Group

Minutes of meeting on Wednesday 25 June 2014 at 6pm

Present: AB, Paul, PC, BG, MG, NR, NS, HW, Julie, BG, Julie, Paul, Andrew, Richard (Dr Richard Johnstone). **Apologies:** JP, BB, BR, Jeanette. **Not present:** GH

Minutes and matters arising

- Disabled access letter: Peter has drafted and will send to members for comment.
- Badges: reception staff will continue to be encouraged to wear name badges and to give their first name when answering the phone. Surnames will be removed from the website.

Dates of future meetings

- Agreed that we would next meet, as previously agreed, on Wed 27 August and would consider future dates then. Most people can manage Wednesdays, and this day is good for staff, especially Paul, although Andrew is duty doctor on Wednesdays so cannot arrive before 6:30pm. We will not, for the moment, have pre-meetings, but HW will send an email to members 2 weeks before meetings asking for agenda suggestions.

Appointments

- HWO had sampled web bookings that morning (25 June) at 7:40. There were about 10 appointments still available for that day, then nothing (as expected) for the following week, but then 75 pages of 10 appointments until 25 July which seemed impressive.
- Julie said the walk-in clinic on Mon and Fri was working well.

Membership of the PPG

- Peter has drafted a letter and will send to members for comment. This will contain likely dates and times of meetings. Paul will then email it to 500 or so patients on the practice mailing list, but not more initially to avoid risk of being overwhelmed. (The practice has about 4500 email addresses on file.)
- Doctors and nurses could also promote the group to patients.
- We briefly considered, but deferred, whether emails should be targeted to under-represented groups.
- A mail pigeonhole needs to be set up at the Jenner for any mail sent to the PPG.

Monitoring the action plan

- Reception staff are receiving occasional training sessions in, for example, telephone manner.
- The staff member to deal with VOS problems has been selected and is receiving training.

Jenner website

- Dr Richard Johnston, who is responsible for the website - <http://www.jennerpractice.co.uk/> - was present, together with Paul Chapman who manages it technically. We looked at most of the pages and Richard noted the comments.
- The red alerts could be used to publicise coming PPG meetings
- There is a translate facility on the site.
- There are newsletters but all are over a year old.

- It is possible to send a message to the practice but only by using an online form which requires senders to state their date of birth. HW said this was unnecessary, intrusive and a deterrent to those wanting to make complaints or suggestions, confirmed by the tiny number of people communicating in this way.
- Comments on the website should be sent to the practice managers, but technical issues could be reported direct to Paul Chapman.
- The complaints page is purely about escalating complaints externally. There should be more on the earlier stage of how to resolve difficulties internally.
- Change the tense of the red box on the appointments page from future to present.
- The website says that telephones are open from 8-6 each day but when you phone you are told about restrictions for certain types of call. Julie agreed that these should also be stated on the website.
- A new version of the website will be responsive to iPads.
- Paul has set up an online discussion group, for PPG members only. (The previous discussion group, which was for all patients of the practice, had become disused and been removed.) Paul demonstrated how to use it, and will create a manual for users.
- Paul and Martin were thanked for their contribution.

Any other business

- Petula Peters, the CCG's PPG officer, has been invited to the next meeting.

The meeting closed at 7.30pm.