

The Jenner Practice – Patients' Participation Group (PPG)  
Minutes of the Meeting held on Wednesday 11 January 2017

In the Chair: Peter Clark

**Attendees:** Peter Clark, Philip Watson, Julie Dennison, Barbara Greenall, Judith Brassington, Maria Gingell, Donna Warenik, John Warner, Neil Sherringham, Pat Vickers and Andrew Warsop.

**Apologies for Absence:** Jeanette Garforth, Paul Chapman, Dawn Leonida and Susan Blishen

1. **Minutes of the PPG meeting on 2 November 2016:** These were approved with no amendments.
2. **EMIS and on-line services, including Patient Access:** Unfortunately, the IT Manager at the Jenner Practice was unable to attend the meeting. Consequently, it was agreed that all points raised with respect to this topic be held over to the next meeting of the PPG in March 2017. Nevertheless, the members of the PPG discussed the ways in which more patients could be encouraged to sign up to Patient Access. There had been an increase of 400 patients signing up in the past three months bringing the total to 1,600 currently. There were a couple of members interested in assisting in this matter and they were advised to contact the IT Manager, Paul Chapman, in order to be trained in this matter. Members of the PPG were very pleased with the new design of the Jenner web site and its ease of use and they agreed that if they found any problems with it that they would contact the IT manager direct. With respect to the web site there was a discussion on the complaints about the Jenner practice (via the web site) and how these were resolved by the doctors at the surgery. PPG members indicated that they would, if necessary, be willing to assist with these.

**Action: IT Manager to provide at update at the next PPG meeting**

3. **Appointments** – The Practice Manager gave an insight into the way in which the new and reorganised appointments system had been running for the past three months. The new appointment system has increased the number of pre-bookable routine appointments by approximately 200 and the 'walk-in' surgery has been discontinued. This has meant that patients are able to see the appropriate doctor and arrange an appointment more easily. She reported that although the level of the DNA's (Did Not Attend) was still about 600 for the past 3 months – the same as the previous three months (i.e. approximately 45 per week), the number of complaints about the system had decreased. The DNA level is still about 3.5% - a very low level and well below the national average. Furthermore she indicated the way in which appointments were released up to a week in advance in a steady way each morning, currently at 7am.

**Action: The Practice Manager to provide at update at the next PPG meeting**

4. **Staffing at the Jenner Practice:** Over the past few months the Jenner practice have employed a pharmacist and three additional reception staff. They already employ an advanced nurse practitioner. There is now an on-call team of a doctor, the pharmacist and the advanced nurse practitioner so the reception staff are able to direct incoming telephone calls requesting urgent assistance to the on – call doctor who can triage to the pharmacist or the advanced nurse practitioner as appropriate. Furthermore, there is also available 'Pharmacy First' for common ailments at local chemists, to whom patients can be directed. All these developments have led to a smoother running of the surgery and meant that there is a much lower level of patients waiting in the reception area. There was also discussion by the PPG members on whether or not local surgeries might assist with the current pressures on local A&E departments at local hospitals, but without any conclusion.

***Action: The Development Manager to advise the PPG of further enhancements***

5. **Self-help and Support Group information:** Dr Knight was reviewing the provision of a display unit, with leaflets, for such information and the way in which this could operate in the surgery, as well as such information also be made available on the Jenner web site.

***Action: Dr Knight to report back to the next meeting of the PPG***

6. **Carrying out a patients' survey:** Given the recent changes to the running of the new appointments system, the PPG felt that it needed time to settle down. Consequently, the PPG agreed to discuss the questions for a patient's survey at its next meeting with the survey being carried out in early summer.

***Action: The Minutes Secretary to forward to PPG members the information available***

7. **Jenner Walking Group:** There was an intensive discussion concerning a Walking Group. With the assistance of and guidance from John Warner, already a leader with a group under the organisation of Lewisham Healthy Walks, it was agreed that Judith Brassington and Donna Warenik would attend the next course on 'Walk Leader Training'. Consequently a Jenner Walking Group may come to fruition in the near future.
8. **Recruiting new members of the PPG:** It was agreed to request the IT manager again be to circulate an invitation to all patients with Email addresses to join the PPG. Furthermore, it was agreed to create a poster for the surgery noticeboard inviting patients to attend the next meeting of the PPG.

***Action: PW to prepare the relevant documentation***

The date of the next meeting of the PPG is scheduled for 1 March 2017 at 6.30pm.