

The Jenner Practice – Patients’ Participation Group (PPG)  
Minutes of the Meeting held on Wednesday 1 March 2017  
In the Chair: Peter Clark

**Attendees:** Peter Clark, Philip Watson, Julie Dennison, Donna Warenik, John Warner, Neil Sherringham, Pat Vickers, Lesley Stopford, Barbara Sonenthal, Dawn Leonida, Anne Hooper, David Pearson, Anna Layman, and Jenny Finch.

**Apologies for Absence:** Jeanette Garforth, Paul Chapman, Andrew Warsop, John Paschoud, Barbara Britton and Susan Blishen

1. **Minutes of the PPG meeting on 11 January 2017:** These were approved with no amendments.
2. **Matters arising not covered by the agenda:** The Chair enquired of the members present as to their intentions to attend the Neighbourhood 4 PPG Meeting on the 28 March and the agenda for the meeting was circulated.

**Action: PPG members to advise the Practice Manager wishing to attend by 17 March.**

3. **EMIS and on-line services, including Patient Access:** Unfortunately, the IT Manager, Paul Chapman, at the Jenner Practice was unable to attend the meeting due to a pressing family matter. Consequently, the Practice Manager provided a brief report on ‘Patient Access’ – the on-line service designed and operated by EMIS. She reported that some 2,000 patients at the Jenner Practice had fully signed up for this service, which permits the patient to make on-line bookings for appointments and request repeat prescriptions, as well as many other matters. However, there were about 1,400 patients who had signed up initially, but not brought to the surgery the relevant documents for the verification process. Consequently, the IT Manager was in the process of contacting these patients to complete the process of signing up.

The Practice Manager reported the NHS England guidelines concerning Patient Access indicated that at least 10% of patients were to be signed up by Easter 2017 – the Jenner Practice has about 15,000 patients and so the Practice has already reached the target set by NHS England. Furthermore, by the end of 2017, the NHS target for this matter is 20%. Consequently, the Jenner Practice should achieve this target given the assistance in this matter provided by the Jenner PPG.

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

4. **Appointments** – The Practice Manager gave an insight into the way in which the new and reorganised appointments system had been running for the past six months. As there are now approximately 1,300 appointments available 5 days in advance, this has meant that patients are able to see the appropriate doctor and arrange an appointment more easily. Consequently, the DNA’s (Did Not Attend) 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. If the patient contacting the surgery had an urgent matter on the day there was a new system. 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.

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

5. **Staffing at the Jenner Practice:** The Jenner Practice has over the past six months employed a pharmacist and three additional reception staff. These developments, especially with the extra manning of the increased number of telephone lines after 8.00am each morning, have led to a smoother running of the surgery.

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

6. **The 2017 Patients' Survey:** The members of the Group examined the draft survey compiled by two members of the Jenner PPG and the IT Manager. The questions in the draft were reviewed and a number of suggestions were made by members. After discussion it was agreed that the PPG's comments on the draft survey were remitted to the IT Manager for the survey's revision, and then circulated to the staff at the Jenner Practice for finalisation. When completed, the survey should be examined to the next meeting of the PPG, prior to be distributed to patients in early summer.

***Action: The Minutes Secretary to forward to the IT Manager the suggestions made by the PPG members***

7. **Self-help and Support Groups:** The information on this topic was still being reviewed by Dr Knight and she was looking into the provision of a display unit for leaflets.

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

8. **Jenner Walking Group:** Two members of the Jenner PPG had attended over the past couple of months a course on 'Walk Leader Training'. John Warner, already a leader with a group under the organisation of Lewisham Healthy Walks, kindly provided additional information on this topic. He suggested that it would be preferable for additional members of the PPG be recruited as leaders, as it was necessary to have a small pool of leaders to cover holidays. This was felt to be necessary if a weekly walk was to be organised.

***Action: PPG members to contact the Minutes Secretary if interested in becoming a leader***

9. **Recruiting new members of the PPG:** The IT manager had over the past two months placed a 'pop-up' on the web site inviting patients to join the Jenner PPG. This action had been extremely successful and the Group now had some 40 members.

The date of the next meeting of the Jenner PPG is scheduled for 3 May 2017 at 6.30pm.