

Thornbury Centre for Health PPG Meeting 24.4.2019

Subject	Comments	Action
Present	CH (Chair), TK, SO, DR, MR, BS (minute taker),	
Apologies	AA, DP, JR	
Minutes/ Matters Arising	Minutes of 16.1.19 meeting approved.	
Update on meeting with MP	A summary of the points raised and actions agreed at the meeting with MP on 9.4.19 (attended by CH and BS) were sent to the PPG.	
Newsletter update	Still awaiting practice administrator to format the newsletter and maybe edit the content (after consultation with practice staff). When the newsletter is published, PPG members to spend some time in reception handing them out and talking to patients in the waiting room. BS will mention the newsletter in an e-newsletter to OWGRA members.	CH
Practice website	MP had requested for a PPG icon to appear on the home page. BS will liaise with MP to put the last minutes on the website (always after approval by the PPG).	BS
Appointments	<p>Message on ringing the practice has changed and is very informative (gives the e-mail address, mentions that receptionist might ask for the reason for the call, mentions evening and weekend hub appointments).</p> <p>Do the receptionists need some training on how to politely cut calls short, to reduce the wait time for other patients trying to get through? We have had some reports of receptionists being rude to patients.</p> <p>CH was concerned about the high level of DNAs but as a % of all appointments it's not that high (155 out of total of 3489 = 4.4%). The practice contacts serial DNAs, they improve for a time and then lapse. BS stated that there is nothing as a PPG that we can really do about this problem of DNAs.</p> <p>MP had provided data for March 2019 showing that 9% of appointments were made via Patient Partner and another 9% were booked on-line (MP had given figures of 0.9% and 0.8%, but this looks like a miscalculation, CH will check with her).</p> <p>The practice conducted an audit on potentially avoidable appointments in June 2018, which showed that 34% of our practice GP appointments were classified as potentially avoidable (higher than the national average of 21%). It was only a small sample; nevertheless, the results are concerning. BS has raised this at HCCG level and with the Hounslow Consortium, to see what the results are in other practices and how the data can be used.</p> <p>SO had heard that patients over 85 get a home visit and have a different number to ring. CH to check with MP</p>	<p>CH</p> <p>CH</p> <p>CH</p> <p>BS</p> <p>CH</p>
Text messages	<p>MP had thought that patients might be getting too many text messages – we disagreed and thought we should get more.</p> <p>Not everyone is getting text messages eg SO, so she will check if the practice has her correct mobile number.</p> <p>There had been an issue recently with patients not getting text messages confirming their appointments, so this needs checking.</p> <p>It would be useful to know when a text is sent with test results that it states if it is urgent or not. CH to request from MP.</p>	<p>SO</p> <p>CH</p> <p>CH</p>
Health Awareness Days	<p>Respiratory Awareness Day, Sat 11 May, 10.00-13.00, Brentford Health Centre, Boston Manor Road, Brentford, TW8 8DS, for all patients in the B&I LPPG area (7 practices). BS will e-mail the poster to the PPG group and OWGRA members. MP agreed to send the text message about the day to appropriate patients.</p> <p>We are waiting for MP to come with some ideas for a Health Awareness Day</p>	<p>BS</p> <p>BS</p>

	for our practice to organise for autumn 2019.	
PPG members	Some patients had attended only one PPG meeting. BS will e-mail them to see if they wish to remain on the list. We will look at including in the new patient registration form a box for ticking if patients are interested in joining the PPG	BS BS
Reception Area	Reception area/waiting room continue as work in progress. Magazines appear from time to time but are cleared away. Reception staff still don't appear to think that the waiting room area is their responsibility to look after eg the BP monitoring desk (the instructions have been defaced for many months and not replaced, and the forms for competing BP measurements are not always replaced); so we need to keep alerting MP and the reception staff to this, and getting it higher up the priority list of the staff. Practice signs now up to date (with correct doctors' names listed).	JJ, AA
AOB	We need PPG members to report to the PPG any issues they experience with the practice otherwise we might know that there is a particular issue that needs addressing. SO said she had had some problems e-mailing the practice. The e-mail address is on the practice website https://www.thornburymedicalpractice.co.uk/ and on the practice leaflet houcgg.thornburyroad@nhs.net . Some reports of the JX board not beeping when a person's appointment is called. Patients who are less able or hard of hearing have been reported to miss their appointments. An item for the future is to ask how the appraisal system works for staff in the practice, especially as we have had some reports of rude behaviour from some of the receptionists. We briefly mentioned the 10-year plan for the NHS.	ALL BS
Next Meeting	Wednesday 23 July 2019, 10.00 am, at WTC, with some practice staff to attend (MP, at least one GP partner, plus any other staff possible).	CH