**PEEL PARK SURGERY**

**PATIENT GROUP MEETING MINUTES**

**DATE: Wednesday 10th October 2018**

**Time: 1.00 – 2.00**

**Attendees:** Dr P Jha GP Principal, Sophia Butt practice manager

**Members of PPG group.**

Mrs Davies , Mr Wallis, Mrs Clark, Mrs Cuff , Mr Yaqoob, Mrs Crowther,

Apologies Mr Khan, Mr Hasan, Mrs Alom, Mrs Akhtar. Mrs Rowell, Mrs A Gray.

Welcome and introduction to all members.

**Minutes of the Last Meeting**

The minutes of the last meeting were agreed as being a true record

1. **Practice Information:**

Practice manager informed the Group on items listed below:

**Electronic access**: This had been discussed during last meetings gave an overview of the service. Patients are now able to apply for access to coded data from their medical records. The process is that even if you already have access to booking appointments and repeat medications online you still have to reapply for access to coded data. When a patient requests online access, they will receive an application form and an, on completion of this form they then bring it back to the Practice with photo ID the records are then checked against the patient records. The practice can decline if he/she feels it would harm the patient to have certain information.. The staff will ensure that the patient understands the responsibility of having access to these records ie keep your access code safe, don’t share it with anyone and don’t leave your details on your computer screen unattended etc. (all of this information is in the leaflet, once you have access to your records they are your responsibility).

**Choose and Book Assist referrals**: this is now called e-Referral Assist system but, the method of referrals remains the same: Patient sees Dr, she generates referral letter, secretaries types referral and sends via choose and book system, then either hands the patient the referral whilst at the surgery or posts it out to them or they can and collect.

**Accessible Information:** Any patients recorded as having a disability ie deaf, blind, learning disabilities will be asked what their preferred communication method would be and this then has to be recorded onto the system and staff will be alerted by the system to ensure that these preferred methods are followed.

Ann asked if they could have a refresher on the Cara data and Shared Care Record. It was agreed we would put it in the next newsletter.

Mr Wallis informed the meeting that he was having great difficulty in booking online appointments for a specific doctor. Sophia explained that they have to make if fair for all patients that make appointments by different methods ie online, attending surgery and telephoning the Practice, the appointments are split to provide for all. As Sophia said there were appointments available for other GPs but not for the GP he wanted.

Practice manager has carried out an audit on DNA rates over the last 3 months, some doctors had 40+ DNA’s over the 3 month period. Amanda will now audit these rates to see if there has been an increase in DNA rates since we changed the appointment book to 4 weeks ahead if so, then perhaps we should reduce to 3 weeks.

GP Survey: The Practice will be carrying out GP surveys, Dr Jha asked if any of the PPG members would be able to help with handing out questionnaires over a 2 week period. Members said they would help out if they were not on holiday. Sophia to confirm dates.

1. **Future Meetings**: Mr Yaqoob suggested that we booked the meeting dates 12 months in advance, it was agreed that at the next meeting we would all bring our diaries and book the meetings 6m in advance.

**Nothing further to discuss**

**The Meeting Closed at 12:30pm**