

## Report from the Patient Participation Group meeting of 4<sup>th</sup> October 2016

At the meeting held on 4<sup>th</sup> October the following subjects were discussed:

### ***Matters Arising from the meeting held on 12<sup>th</sup> May 2016***

The practice had investigated inviting a utility company to come and give advice to patients who are attending the flu clinics. Unfortunately the utility company did not have the facility to do this.

A member of the Patient Participation Group offered to help the practice set up a Carers Group for Bromley. It was agreed to put him in contact with the practice "Carers Champion" - a health care assistant at the practice.

The surgery doctors have discussed how they call patients in the light of the feedback from the Patient Participation Group.

The practice got an engineer from the telephone company to look into the phone cutting out. He had said that he thought people being cut off could be due to user error. He amended the times of the messages that patients hear so that they will be heard more frequently when holding on, instead of it just ringing.

### ***Issues raised***

#### *Did Not Attends*

The group discussed the issue of patients not attending their appointment without notifying the practice in advance. This is known in the health service as Did Not Attend. It was confirmed that it is against NHS regulations to charge patients for missing appointments.

An analysis of the types of patients who miss appointments was requested.

#### *Flu Vaccine*

The group asked about flu vaccine being wasted, particularly in the light of the recent practise of pharmacists being able to administer the vaccinations to NHS patients. The practice manager explained that in the past the surgery had used all its vaccine or would only have a handful of vaccines left by the end of a flu campaign. However, last year there were 260 left. The surgery buys vaccine on a sale-or-return basis, but could not return all those left over and lost money last year. The pharmaceutical companies will also have lost money because of this. It was suggested that patients should be advised of the waste of resources if they go to pharmacists for their flu vaccination.

#### *Lighting*

One member of the group raised the issue of the lighting in the car park. The practice manager said the practice has set up a system for checking the lights in the winter time. They are all fully functioning.

#### *Greeting patients*

A group member said a receptionist recently had asked for her date of birth first when she arrived at the desk. The practice manager said this may have been a very new member of staff and that she would investigate and make sure it didn't happen in future.

*Friends and Family questionnaire results*

The group looked at copies of the results of Friends and Family questionnaires from the last 6 months. These results are reported via a national website on a monthly basis. They showed some excellent results and the Group chairman suggested that the congratulations of the Group should go to the Doctors and staff. The group asked if the staff see these forms. The practice manager said they were shown them when the practice first started doing them. She agreed to show this set to them as well.

*Suggestions*

The Chairman requested that they see suggestions received by the practice from patients (which are posted in the red suggestions box by the front door.

## **Action Plan**

- To give the contact details of the Patient Participation Group member who offered to help set a Bromley Carers Group to the practice “Carers Champion” with a view to them meeting up.
- To do an analysis of types of patients who DNA
- To discuss with the Reception Manager what receptionists ask patients when they arrive at the desk and ensure they ask for their name first.
- Practice staff to be shown the Friends and Family test forms.
- To add Patient Suggestions as an item on the next meeting’s agenda

To be actioned by the practice manager