Patient Participation Group

14th January 2019

Present

Rose Christine

Kath W Judy C Margaret H Brian C

Apologies

Pat P Paul A Suzie S

Appointments

The practice currently offers the following types of appointment:

Urgent on the day – telephone triage with appointment if felt necessary

Next day

Pre book – up to 2 weeks ahead

The practice is considering removing the next day appointments and just having triage to deal with urgent on the day requests and everything else pre-bookable.

Pro’s

Easier for the practice to administer

Would hopefully improve booking to see Dr of choice

Con’s

Wait to see a Dr would increase

Would see an increase in demand for on the day triage

Would see a return to ringing on the day for the next set of appointments to be released

Increase in abuse for receptionists from disgruntled patients

The group felt leaving things as they are would be the better solution

During the discussion it was also mentioned that if the Dr says they want to review a patient in x weeks, the Dr can pre-book up to 4 weeks ahead (reception can only book up to 2 weeks ahead)

Social group with St Johns

The last meeting was joint with St Johns who are very keen to set up a community social group.

It was felt that there are a lot of groups already in existence and anything the practices did would be duplicating what is already there (and neither the practice nor those in attendance had the time to dedicate to a project which was duplicating something).

It was felt that one off events to discuss particular topics would be useful and suggested could we put links on our website to promote the various activities in our area. Rose will look into this.

Any other business

The make up of the group was discussed. Margaret suggested approaching mums attending baby clinics to see if they would be interested (even if they could only attend for a short period i.e. whilst on maternity leave)

Rose advised that none of the pharmacies had responded to her invitation to attend a meeting. It was suggested they be invited specifically to attend to discuss what services they can offer. Rose will write to them again and invite them to the next meeting.

It was raised whether Monday’s are still the best day for the group to meet. Could everyone please let Rose know what day is best so the day can be reviewed if necessary.

Next meeting Monday 11.3.18 at 1.30 pm