

## PATIENT PARTICIPATION GROUP

### Meeting held at Haverfield Surgery on 23<sup>rd</sup> March 2016 at 6.30pm.

<b>Present:</b>	Jean Bingham	Chair, Patient Representative
	Sheila Abbott	Patient Representative
	Ann Martin	Patient Representative
	Dr Ciobanu	GP
	Kim Church	Practice Administrator
	Chris Stanley	Practice Manager

**Apologies:** Andy Miller

#### 1. Care Home/Proposed New Doctor's Surgery

The proposed development of additional care home beds and a new doctor's surgery was discussed. CC and CS provided feedback on recent meetings with the developers, B&M Care, along with plans on how the site would look. All agreed a new purpose-built GP surgery would be of benefit to patients and a substantial improvement on the current rented premises which, following inspection by NHS England Premises Team, was deemed as "not fit for purpose".

The PPG did however raise concerns over parking provisions and how this would impact on the current parking arrangements i.e. free car park in Langley Hill used by visitors to the High Street and staff from local businesses.

CS advised the planning application was scheduled to be submitted last week and would contact the developers to confirm if this had gone ahead, whilst also raising parking concerns. **Action: CS**

CC advised the developers plan to invite local councillors and PPG members to meet and discuss issues regarding the planning application. JB stated the PPG would welcome this meeting.

#### 2. GP Patient Survey Results

KC reported the excellent results of the latest GP survey with Haverfield scoring highly across the board; locally, within the CCG and nationally. Approximately 2.4 million questionnaires were sent out randomly with a very good response rate of approximately 36%. Haverfield were ranked joint highest in the CCG for convenience of making an appointment and first for the overall experience of making an appointment. Haverfield also scored very highly, 2<sup>nd</sup> in the CCG, for satisfaction with the opening hours of the surgery. A summary of the results will be displayed in the waiting room.

**Action: KC**

3. Did Not Attend policy

CC advised due to a recent increase in Did Not Attend (DNA) appointments the current policy would be reviewed. It was suggested a notice be placed in the waiting room, by the PPG, informing patients of the effect wasted appointments have on the surgery. **Action: PPG/KC**

4. Detailed Coded Record (DCR)

CS advised PPG members the Practice was now ready to activate DCR from 31.03.2016 in accordance with NHS England guidance. Therefore patients 16 years+ could apply to have online detailed coded access to their medical record in addition to booking appointments online.

5. Medicine Wastage

CC raised the issue of medicine waste (a cost of over £2 million in Hertfordshire) and how Practices are being encouraged to educate patients on this issue, particularly those that use a pharmacy to manage their prescriptions. From 1<sup>st</sup> April the surgery will be placing a message on the "B" side of a prescription requesting patients/pharmacists to check that the medication is still required. **Action: CS**

The PPG will also place a notice in the waiting room and on the surgery website for patients regarding this issue. **Action: PPG**

6. AOB

- JB reported the vast number of notices in the waiting room was confusing and looked rather untidy. JB volunteered to streamline notices and will liaise with KC for a convenient date/time. **Action: JB/KC**
- SA had noticed an increase in patients using their mobile phones whilst in the waiting room despite a notice displayed requesting patients not to do so. CC/CS will ask reception staff to remind patients, if they see anyone using a mobile in the waiting room, that this is not allowed. CS will also look for a more prominent place to display a notice regarding mobile phone usage. **Action: CS**

Meeting ended: 8.30pm

Date of next meeting: To be advised