

# Pleasley Surgery Patient Group

a voice for all patients of Pleasley Surgery



## Minutes of the meeting held on 19<sup>th</sup> June 2017

**Attendees:-** NW – Member  
PS - Member  
SC – Member  
DM - Manager  
RC - Member

**Apologies:-** KW – Member  
HC - Member

- 1 **Notes of last meeting and matters arising** – The minutes were agreed as a true record of the meeting held on the 6<sup>th</sup> April 2017. With regards to setting up a patient's walking group, this felt to be a good idea. RC undertook to look at possible models and constraints - especially issues around potential liabilities and whether insurance was needed - and report back to the next meeting. **(RC to action)**. It was suggested that once these issues were resolved a message could be displayed on the waiting room TV screen and in the newsletter to gauge levels of interest.

### 2 Updates

- **DNA** - There has been a 50% reduction in DNAs (missed appointments) since the messaging service has been introduced. This level of improvement is being maintained although this is still early days. It was hoped that this progress could be sustained.
- **Family & Friends / NHS Choices** – DM went through the latest feedback and responded to Members' queries about the three "extremely unlikely to recommend" replies in April and May 2017. Overall there is a 95% satisfaction level recorded within the Family and Friends responses – a very high positive level. A very poor rating was given by one patient on NHS Choices. The surgery has responded and the patient has been encouraged to contact DM to resolve the issues but has not followed up the offer.

A number of suggestions and comments from the Family and Friends feedback were considered and it was agreed that provision for waiting wheelchair patients could be improved by removing some chairs to create additional room. **(KW/DM to action)**. The signage for those hard of hearing could be improved by making "loop availability" signs at the counter larger and more prominent. **(KW/DM to action)**. DM confirmed that advance bookings are available, despite every effort to recruit another doctor there were no expressions of interest, it was generally possible to speak about more than one condition during a consultation and provision of a hot drinks machine was not favoured because of health & safety factors. DM confirmed

that reception and office staff are regularly reminded of patient confidentiality when working in the office so that conversations are not heard by patients in the waiting area.

- **Personnel** – DM explained that a nurse (Rachel Shaw) has been appointed with effect from 4/7/17 to replace a member of staff who left recently. DM confirmed that Bethan Easter has been appointed to replace Megan who has moved to an appointment at Derby City Hospital.
- **NHS Cyber Crisis** – Following much additional work by staff over the weekend when the attack was in full swing, the practice systems were back up and running by Tuesday (following the outbreak on the previous Thursday). Pleasley Surgery was the first practice in the district to recover their IT systems. Members felt that this was a very creditable performance.
- **Fundraising** – Members expressed some reticence about taking this suggestion on and were reassured by DM that the practice would continue to fund all necessary provision of equipment and materials. PSPG members acknowledged that other patient groups undertook fundraising but felt that their efforts were better directed at continued support for surgery activities and events.

### **3 Up and coming events**

- **2017 Patients' Survey** - DM reported that the annual survey was now imminent and presented KW's draft 2017 version. Members agreed with KW's revisions and offered to assist in gathering the data as they had done in 2016. DM offered to liaise with KW over the dates (beginning in July) and would circulate members once confirmed. **(DM/KW to action)**.
- **Flu Clinics** – DM confirmed that the key date was Thursday 21<sup>st</sup> Sept 2017 when the main session would take place (as Thursday is late night opening). Members again offered to assist. **(All members to action)**. An item would appear in the surgery newsletter publicising dates. **(KW to action)**

### **4 PSPG Development Plan** – The plan was reviewed and will be updated in the light of members' comments and progress made. **(NW to action)**.

**Time and date of next meeting – Thursday 17<sup>th</sup> July 2017 at 11.30 am.**