

The Station Practice – Patient participation group

Date: 24.02.2025

Attendees:

Corinne Martin - Practice manager

Ioana Gergely – QOF manager/care coordinator

Lorand Gergely – Reception/IT manager

Larissa Latosuo – Medical Secretary

SH - PPG Chairman

GD - PPG member

SG - PPG member

JL - PPG member

NH - PPG member

TH – PPG member

GV – PPG member

Apologies:

Agenda

Apologies for absence

KA will be standing down and no longer part of PPG

No actions

Recap on last meeting minutes

Review of last meeting minutes done, and few amendments were made. Now all is correct.

No actions

DNA discussion and stats

SH: Overall, the chart printed out to all members of PPG shows that DNAs (Did Not Attends) have gone down since last review. It is noted that all practices are experiencing pressure due to level of DNAs.

Discussion was paused as Dr Ponte attended meeting.

Discussion about DNAs continued after meeting with Dr Ponte.

JL: would it be possible to call each patient to remind about appointments?

CM: high levels of DNAs with blood monitoring appointments and mental health.

Action –

- *Continue to implement changes and DNAs are expected to decrease even further*
- *We do not have the capacity to call each patient, we send reminder text messages. Problem is also when people do not answer the phone when we do call.*
- *For now, we will be continuing the improved process of monitoring DNAs and sending letters out to those who have missed their appointment.*

Dr P Ponte entered meeting

Dr Ponte Q&A

MG: Issues with the reception area, especially with the screens on reception front desk. No privacy, difficult to communicate.

MG: Too much information and leaflets available, seem that no one takes time to read anything in the waiting room.

SH: Question in regards Nominated Practitioner – we have already nominated a partner GP to every patient in the practice.

Actions –

- *Dr Ponte is happy to take all feedback on board to further assess what changes can be implemented. Screens are at the reception to secure our staff, but improvements can be made to allow patients more privacy and easier communication such as holes to speak through so no need to raise one's voice.*
- *Leaflets and information boards to be organised regularly to maximise effectiveness – some documents are displayed due to the regulations from CQC (Care Quality Commission)*
- *Dr Ponte explained his role as the partner of this surgery – He has minimal appointments to be booked as he has such wide area of responsibilities, such as triage.*

Dr Ponte left the meeting

Proposed new appointment and recall system from 1st April 2025

CM: As we have high levels of DNAs especially with blood monitoring appointments, we are implementing new process that gives more ownership to patients in regards of their own care. Instead of member of staff calling and booking people in with the blood monitoring and possibly long-term condition appointments and reviews – we will be sending out message to the patient to call allocated bypass number and to book their own appointment. The idea is to have less DNAs when people are in charge of their own booked appointments.

If patients DNA multiple times, their prescriptions will be reduced and they will need to further their medication considerably more often, until a review has been done.

Also, the patients will be made aware that if there are multiple missed appointments or no booking of the review in after several reminders, they can be removed from our practice list. The risks identified with this change are people being removed from the surgery and not getting their medications/appointments any more.

Also, possible risk that vulnerable patients might all through the net.

Actions – implement this new system in the beginning of new financial year, April 2025.

AOB

MG: Phone message at the beginning of the call is too long

MG: Queue in the 3rd floor reception can at times block the sign in screen and well as the appointment screen

SG: Multiple friend and family feedbacks after appointment – these has to be sent after each appointment as CQC regulations, this is something that can be pointed out to CQC during their next inspection

Action –

- *MG to listen the message and suggest improvements/what needs to be changed.*
- *Preferably receptionist work on the right side of front reception desk to avoid queue forming in front of the sign in screen. On busy periods other reception staff to support front desk to avoid prolonged queue times.*
- *Corinne to inform PPG members when we have confirmation of their next visit – would be beneficial to have few of the PPG members available.*

Feedback for next meetings

MG: requested discussion about The Practice and the NHS properties – and our relations with each other.

Action –

- *Corinne to invite members of NHSproperties to our next meeting to discuss issues further.*

**NEXT MEETING WILL BE HELD ON
Monday 2nd June 2025 between 2pm-4pm**