



The Rushey Green
Group Practice

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DR JUDY CHEN MRS. GILL SULTAN DR ALBERTO FEBLES

ASSOCIATES: DR SAM SHAW-DR DAVID DAVIES-DR ANJA WILTON - DR ANITA BELGAUMKAR – DR DIL VAHIDOVA
 DR SYREETA DAW- DR NUALA HALE – DR PETER COPNALL

PRACTICE NURSES: ANN ENRIGHT – YEMISI BROUGHTON – KEMI ODUMALA – STELLA ODESANYA
 PRACTICE MANAGER: MS ANTONIA MAKINDE

**Patient Participation Group Meeting
February 12th, 2015 7-8pm**

Minutes

1.	<p>Present Patricia Idusogie- Assistant Practice Manager –PPG Lead</p> <p>PPG Group MS,GW,MB,AS,PB,GM</p> <p>Apologies DM, JC</p>	
2.	<p>Agenda Items Discussed:</p> <ul style="list-style-type: none"> • Welcome <ul style="list-style-type: none"> - Nomination of new PPG Chairman - The Walk in clinic no more, your comments - DNA Results - 3 people needed from the PPG to attend the Neighbourhood PPG meeting in March - FFT (Friends and Family) - Next meeting date - Misc • Close 	PI
3.	<p>Welcome PI welcomed the attendees.</p>	
4.	<p>Nomination of a new PPG Chairman The group was reminded that we that we are still looking for someone to take on the position of the PPG Chairman/woman. The role of the chairman/woman was explained to the group. AS and MS stated that they could attend the Practice Meetings in the interim. They both have someone who would be a good candidate for the Chairperson. Currently this candidate is involved in other projects and she will not be available until March.</p>	PI,AS, MS

5	<p>The Walk in clinic is no more PI asked the group what their thoughts were with the walk in clinic no longer in existence. Majority of the group were pleased it was gone. JM stated that the walk in clinic had been in place before and did not work and she wondered why we had decided to bring it back. PI explained that we were trying as much as possible to offer many opportunities for appointments and this is reason why we had the walk in clinic.</p>	PI, JM																								
6.	<p>DNA Results PI shared the DNA results listed below with the group. PI Stated that even though the amount of patients DNA was declining it could be lower. JM also stated that she believed that having patient's book appointments in advance was a recipe for DNA. JM stated that most patients are not looking for appointments so far out and they would take anything to get an appointment but they would not attend as the date is not suitable. JM also suggested that the consultants provide cards with a follow up date for appointments. JM stated that most times when a patient's is asked to speak to reception about a follow up appointment there is never any appointments available which is very frustrating.</p> <table border="1"> <thead> <tr> <th>MONTH</th> <th>AVB APPTS</th> <th>DNA</th> <th>PERCENTAGE</th> </tr> </thead> <tbody> <tr> <td>SEPTEMBER</td> <td>5561</td> <td>434</td> <td>7.80%</td> </tr> <tr> <td>OCTOBER</td> <td>4970</td> <td>517</td> <td>10.40%</td> </tr> <tr> <td>NOVEMBER</td> <td>5137</td> <td>365</td> <td>7.10%</td> </tr> <tr> <td>DECEMBER</td> <td>5732</td> <td>388</td> <td>7.74%</td> </tr> <tr> <td>JANUARY</td> <td>4802</td> <td>332</td> <td>6.91%</td> </tr> </tbody> </table>	MONTH	AVB APPTS	DNA	PERCENTAGE	SEPTEMBER	5561	434	7.80%	OCTOBER	4970	517	10.40%	NOVEMBER	5137	365	7.10%	DECEMBER	5732	388	7.74%	JANUARY	4802	332	6.91%	PI, JM
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7.	<p>3 People needed to attend the Neighbourhood PPG Meeting in March PI informed the group that there would be a neighbourhood PPG meeting of all the GP Surgeries in Neighbourhood 2. MS and AS were very interested and they have stated that they may be able to attend. Both wanted to know the date of the meeting which is still to be determined.</p>	PI																								
8.	<p>FFT (Friends and Family Test) PI informed the group that we are seeing results coming in for the FFT. PI encouraged those present to complete the text surveys they received. PI also informed the group that the results will be posted monthly on our web site and the results have also been forwarded to NHS England as well.</p>	MB																								
9.	<p>MISC JM stated that she was happy with the lay out of the appointments for the month of February. JM stated she has been able to get appointments for herself without any problems. JM also mentioned that we needed more staff in reception. JM stated since we do not have a PM that the money that would have been used for the PM should be used to get more reception staff.</p>	JM																								
	<p>Date of Next Meeting Thursday March 5th, 2015 at 7.00pm-8pm</p>																									
12. 02.15 -1	Provide date and time for the Neighbourhood PPG meeting	PI																								