



The Rushey Green  
Group Practice

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DR JUDY CHEN MRS. GILL SULTAN DR ALBERTO FEBLES

**Patient Participation Group Meeting**  
**JUNE 9<sup>TH</sup>, 2015 7-8pm**

**Minutes**

1.	<b>Present</b> Dr Judy Chen Patricia Idusogie- Assistant Practice Manager –PPG Lead  <b>PPG Group</b> MS,GW,MB,AS,AA,JM,BW <b>Apologies</b> DM	
2.	<b>Agenda Items Discussed:</b> <ul style="list-style-type: none"><li>• <b>Welcome</b><ul style="list-style-type: none"><li>- <b>CQC Visit</b></li><li>- <b>New Staff on Board</b></li><li>- <b>Discuss proposal for reducing our late evenings openings</b></li><li>- <b>Share the improvement of the DNA's</b></li><li>- <b>Misc</b></li></ul></li><li>• <b>Close</b></li></ul>	PI
3.	<b>Welcome</b> PI welcomed the attendees.	
4.	<b>CQC Visit</b> The group was made aware that the surgery will be visited by the CQC inspectors on the 10 <sup>th</sup> of June. The PPG members were encouraged to be present to speak with the CQC inspectors. JC shared a presentation of with group. The presentation highlighted the history of the surgery from 1995 to present, it showed the surgery's Mission Statement, the innovations and achievements the surgery has made, the continuing achievements with regards to clinical care, clinical quality and achievements. JC also spoke to the group about the work plan that was created in December 2013 and how a group was set up to tackle the items listed on the work plan. JC also stated that the plan was to include the PPG in any future away days. JC informed the group that July 7 <sup>th</sup> was the 10 <sup>th</sup> anniversary for the surgery.	PI, JC

5	<p><b>New Staff On Board</b>  PI informed the group that we had new staff on board. We have 2 GP's join, Dr Carrie Ross and Dr Jenny Brown. We also have an additional member to the reception team Simone Harris and two additions to the Admin team who are apprentice Laura Siuskaite and Leanne Millers.</p>	PI																																								
6.	<p><b>Discussion regarding the proposal for reducing our late evening openings.</b>  JC spoke about the reason for reducing the late evening openings. She stated as a surgery we already over deliver with regards to extend hours by being open 8am- 8pm Monday to Friday, and Saturday from 9-11am. JC also mentioned that it was a challenge of getting GP's who wanted to work the late hours. JC also stated that the shorter days would give the receptionist protected time to process their admin work. The group were concerned that those who worked late evenings who have limited days to visit the surgery. The group was reminded that we are open on Saturdays.</p>	PI, JC																																								
7.	<p><b>Improvements with our DNA's numbers.</b>  PI shared with the group the improvements in the DNA Numbers. It was great to see that every month the percentage of DNA is declining.</p> <table border="1" data-bbox="204 891 1158 1431"> <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> <tr> <td>FEBRUARY</td> <td>4455</td> <td>312</td> <td>7.00%</td> </tr> <tr> <td>MARCH</td> <td>5597</td> <td>334</td> <td>5.96%</td> </tr> <tr> <td>APRIL</td> <td>5195</td> <td>273</td> <td>5.25%</td> </tr> <tr> <td>MAY</td> <td>4506</td> <td>215</td> <td>4.77%</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%	FEBRUARY	4455	312	7.00%	MARCH	5597	334	5.96%	APRIL	5195	273	5.25%	MAY	4506	215	4.77%	PI
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8.	<p><b>MISC</b>  The issue of trying to attract the younger adults to the PPG group came up. MS stated that having a virtual group would be one of the best ways to attract the young adults. This issue would be discussed further in future meetings. JC also spoke about surveys and the group agreed that there should be on going surveys.  JC also stated that it would be a good idea for the PPG members to attend the practice meetings. JC mentioned that there would be an away day on Nov 3<sup>rd</sup>.  Some of the people in the group were still not happy about access to appointments and they hoped that there would be more appointments available for patients to book.</p>	JC, MS																																								
	<p><b>Date of Next Meeting</b> Thursday September 8th, 2015 at 7.00pm-8pm</p>																																									
12. 02.15 -1	<p><b>Provide date and time for the Neighbourhood PPG meeting</b></p>	PI																																								