



MINUTES OF RAINWORTH SURGERY  
PATIENT PARTICIPATION GROUP MEETING (PIP)

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Wednesday 7 December 2016, 2.30pm

Attendance

Staff: Julie Moyes (Practice Manager) Sharon Ridgwell (Location Manager)

Patients: Geoff – Chair in Lynn’s absence, Yvonne, Joan, Edith, Emma

Apologies: Cheryl (Administration Manager) Lynn, Lynn, Val and Rayna

1. Minutes of Previous Meeting:

Were accepted as a true record and it was agreed to place them on the web site for patients to read.

Geoff gave Lynn’s thanks for the lovely flowers sent following the last meeting and gave us an update on Lynn’s progress; we wished them both well in the long recovery process.

2. Matters Arising

- i. There still appears to be a problem with the website when booking on-line appointments, they can be accessed via Prescriptions, which isn’t satisfactory. Julie will contact Web Site provider to get this amended.
- ii. Friends and Family Forms (FFT) still need to be amended to include the question as to why you wouldn’t recommend to others if you say you are unlikely to do so.
- iii. Sharon was waiting for a return call from the Notts. Help Yourself Organisation re date to come to the meeting.

3. Friends and Family (FFT)

Would you recommend the Practice to Family and Friends?

	Extremely	Likely	Unlikely	Neither	Extremely Unlikely	Undecided
October	2	1				
November						

4. Practice Manager

Those present felt the GP telephone triage system was working really well. The practice is moving towards this system and those appointments bookable on-line and is reducing the number of walk-in appointments. It is a case of making patients aware of the new system and the practice is aware that it will take a while for patients to get used to this. The system should benefit patients who will no longer need to come and wait in the cold and wet for same day appointments and will be able to book on-line appointments ahead. Those on-line appointments not used become available to the reception staff to book 48 hours before the time. There are 10 telephone triage appointments every morning, with each GP on duty, each lasting 3-minutes; there are then appointment slots later in the morning for any patients needing to be seen to be booked into by the GP. Emma, in particular, said how well she felt the system had worked for her.

The practice was asked if it was carrying out an analysis of the triage appointments, ie what they were for but they hadn’t done so far. Some things, such as sick notes the GP could complete after a telephone consultation and the patient didn’t need to be seen, thereby saving them having to come out unnecessarily. Some days there were unused telephone appointment slots and follow-up appointment slots which would indicate that all those patients wishing to speak to a GP, or needed to be seen that day, had been dealt with appropriately.

The GP was able to speak to the patient and it was they who decided what the process would be.

The Patient Survey forms shown to the members at the last meeting were discussed. Geoff had asked visitors to his home which of the forms they would prefer to complete and the one scoring questions from 1 to 5 was the most popular. The questions will be reviewed at a separate meeting; Julie asked if there could be one arranged for January as we need to get the questions and forms agreed so that we can carry out the survey.

#### 5. Complaints and Queries

There was nothing to report. Sharon had been briefing patients most mornings both prior to the new appointment system being introduced and since. She had on occasion spoken more in depth to patients who had a negative view of the system, not being fully aware of what it involved and explained it fully to them, with the benefits of the new system being corroborated by another patient waiting at the time. The patient left the discussion fully aware of the facts and happy with the system.

#### 6. Correspondence

There had been no correspondence received since the last meeting.

#### 7. Any Other Business

Joan was concerned about the banking arrangements and it was agreed that Geoff would be added as a second signatory and Alwyn removed on the account. Joan will try and organise this, getting the new form from the bank, Julie suggested they may be available on-line to print off. Once these were available Geoff would take the completed form with relevant ID to the bank for adding.

#### 8. Next Meeting: 22 February 2017 at 2 pm

The meeting was closed at 3.25pm