

## **PATIENT PARTICIPATION GROUP MEETING 12TH DECEMBER 2012**

Present – Jackie (Practice Manager), Richard (Administrator), Gerard, Colin, Lillian, Maureen and Shirley

New Computer System Update Jackie gave an update on the new computer system EMIS Web that went live at the Practice on the 15<sup>th</sup> November 2012. Jackie said that as it's a new system that there would be teething problems but on the whole feels that staff have adapted quite well. The Doctors are spending longer hours trying to catch up with paperwork whilst getting used to the new system. Please bare with us if consultations or queries take slightly longer than our usual standard.

Patient Participation Group (PPG) Guidelines Jackie informed the group that within the guidelines for the PPG, the Practice is encouraged to offer a member of the group or for group members to take turns with chairing a meeting. Jackie is happy to keep being the chair of this meeting, but if anyone would like to take a meeting, please let her know.

Retired and Senior Volunteer Programme The Practice recently received a letter regarding an initiative that has been running at other GP surgeries where a group of patients set up a group who would offer to help out vulnerable patients with activities such as transport to a hospital, help with shopping, reading to them etc. The group all agreed that they feel that there wouldn't be enough time for them to run the initiative and it would be hard to get off the ground. But they will consider again in the future.

Practice Survey Jackie informed the group that the Practice will be doing a survey in the New Year. Looking back at previous minutes the group had a few ideas on how to improve our next survey, so Jackie has said that she will implement a better system for answering questions, e.g. Excellent, good, average, below average and poor. Jackie has also asked the group if there are any questions that they would like submitted. A member of the group mentioned about the MORI survey coming out this month, where a questionnaire has already been sent to a random amount of patients from the Local Health Authority. The group agreed that they should wait to see the results of the MORI survey and we can focus the Practice questionnaire from the result of the MORI.

Text Messaging Service The Practice have now been sending text messaging appointment reminders to patients since the end of October. The Practice has already noticed a fall in the Did Not Attend rates and this also helps to open up appointments on the same day if an appointment has been cancelled.

Patient List Size The Practice list size is now over 10,000 patients. Jackie said that the GP's will be discussing closing the catchment area down to St Peters Ward for new patients that are registering. If a patient is already registered they will not be taken of our list if they are outside of the smaller catchment area. The Practice will also be 'Ghostbusted' next year. This is when the Local Health Authority write to a certain amount of patients. If they do not respond in 6 weeks, then we are told to remove the patient from our list.