

# PRACTICE MEETING

## FIELD STREET SURGERY

Meeting called by:  
Chrissy Matthews

Type of meeting:  
PPG Meeting – 23  
March 2015

**Attendees:**

Chrissy Matthews  
Debbie Pearce  
Andrea Ellis  
Jo Lovett  
Dr Caradoc Morris  
Lynn Jackson  
David Jackson  
Cynthia Popley  
John Popley

**Apologies:**

Sue Lilley  
Robert Lilley

## Agenda

Discussion: **Item 1: DNA Figures:**

We discussed the DNAs for the practice. Between 1.1.2015 and 20.3.2015 there were 111 appointments that were not attended by patients for various clinics. The practice can remove patients from the practice list should they DNA 3 times. One of the worst areas for patients not attending is for the immunisation clinics. Unfortunately this is the responsibility of the parents to bring children in. The DNA figures are advertised on the board in the waiting room to advise patients of this. We will continue to monitor the appointments that are not attended and continue to try and reduce the numbers. Although there are still DNA figures there is a general trend for fewer non-attendance.

Conclusions:

Action items:

Person responsible:

All staff

Deadline:

ongoing

Discussion: **Item 2 : Access to Patient Information:**

As of the 1 April 2015 patients will be able to gain internet access and will be able to look at their summary/medications/allergies as well as continue to book appointments and order prescriptions on-line. In order to do this each patient will need to apply for log-in details for security reasons.

Conclusions:

Action items:

Person responsible:

All staff

Deadline:

On-going

Discussion: Item 3: **New website & re-vamp letterheads:**

A new letterhead for the surgery has been designed, we now need to get quotations to in order to get it printed.

The new website for the practice will be live by the end of March 2015. New information needs to be added to the website including: Friends & Family survey, NHS Choices and PPG information. This needs to be updated on a regular basis.

We are also looking into having leaflets designed and printed to promote our practice to encourage new patients to register.

The practice has sent emails to the Estates department requesting the possibility of having a new sign for Field Street Surgery. If we are given the go ahead for this we would need to apply for planning permission to the council in order to have the sign put up on the building. PPG representative is looking into this.

Conclusions:

Action items:

Person responsible:

Staff/PPG

Deadline:

Discussion:

Conclusions:

Action items:

Person responsible:

Deadline:

**Discussion: Advertising:** We will be distributing leaflets to new houses promoting our practice in order to increase our practice list size. We also discussed the date and time of the next coffee morning/fundraising to be held on a Saturday morning inviting people to come to the practice which will enable them to gain information on Field Street Surgery. It was suggested using the coffee morning to promote health issues.

Conclusions:

Action items:

Person responsible:

Deadline:

Staff/PPG

**Discussion: Chair to be elected:** The PPG need to discuss and nominate a chair person.

Conclusions:

Action items:

Person responsible:

Deadline:

**Discussion: A.O.B:**

Comments have been made regarding the waiting room beginning to look dated. Ideas suggested were:

Childrens safe play area

T.V.

New clock

General re-decoration.

Re-site check-in screen.

The above is to be looked into.

**Telephones:**

It was suggested that a number queueing system be put in place for patients waiting to speak to a member of staff.

**Appointments:**

When patients are asked to return for follow-up appointments could the surgery consider allocating certain spaces on a set day to enable them to pre-book with the G.P. This is to be taken up at the next practice meeting.

The next meeting will be held on the 29 April 2015 at 1.00pm.

**Conclusions:**

**Action items:**

Person responsible:

Deadline:

**Additional Information**