***Lakeside Medical Centre***

***Patient Participation Group***

**Minutes of Meeting Held on 4th November 2014**

**17:00 Perton Library**

**Present:** Terence Birch (TB)

Barbara Boxley (BB)

Hannah Charman (HC)

Emma Cubberley (EC) (Minute Taker)

Dr K Greiner (KG)

Katie Mackintosh (KM)

Jane Oakley (JO

Janet Playford (JP)

Claire Wheeler (CW) (Chair)

**Apologies:** Lesley Reese

Christine Parry

Machiel Lindenbergh

1. **Minutes of Previous Meeting**

TB and BB not received minutes of previous meeting – copy showed. Minutes read and approved.

1. **Matters Arising**

Christmas shoe box appeal discussed. Collection date confirmed for 17/11/14. TB suggested a toy drop off basket which could then be used to put shoe box’s together for those who would find it difficult to complete a whole one. Group decided to late for this year but a thought for next year.

Kelly’s departure. Interviews for new practice manager being held 05/11/14. Group to be informed when new practice manager appointed.

1. **Friends and Family Test**

Kick off date 1st December 2014. KM to email copy of questionnaire to group.

1. **Patient Participation Enhanced Service**

**Feedback from Research of DNA’s (missed appointments)**

KM discussed findings. Highest age group of DNA’s 20 – 29 with an average of more females. The surgery has been contacting patients who have missed their appointments, main reason recorded was forgotten. Total figures have not yet been fully recorded. KM to send out to group via email.

BB asked if there is a correlation between DNA’s and the further in advance appointments are made. Previous data suggested that this is the case.

Group discussed possible ways of reminding patients of appointments. TB suggested text message service. KG explained this would not currently be possible as the current free NHS text messaging service is due to end in March 15. Consent issues also explained regarding this service.

KG discussed idea of after 3 missed appointments in a curtain time frame then patients could be sent a letter inviting them for a meeting with the practice manager, to discuss ways in which we could help them to keep appointments.

Samples of possible posters regarding DNA’s for the waiting room showed. Group asked for ideas regarding poster. ‘You could have had appointment’ and ‘your surgery needs you’ currently favourable.

1. **Any Other Business**

New appointment system discussed - working well. From 6/10/14 reduced number of afternoon urgent appointments midweek as audit showed less demand of these days. After one month felt working well by all staff.

**Date of next meeting: 09/12/14 17:00 Perton Library**