**Ling House Medical Centre**

**Minutes of the Patient Participation Group held on**

**Tuesday 16th August 2011**

**Attendance**

16 people attended including representation from the practice.

Names omitted due to confidentiality rules

Introductions were made.

The Patient Survey was discussed.

Action Plan arising from the survey results

Actions completed from meeting 14.6.11

DNA letter introduced for patients who fail to attend 3 appointments within 6 months

Practice Survey completed

Information and practice booklet sent to patient as requested

The Practice will promote opening times by displaying notices in reception. And on the call screen

The Practice will display a notice on the call screen asking patients to ring after 10am for non urgent appointments and general enquiries to try and ensure phone lines are free for urgent requests.

Receptionist to advise patients if a doctor is running unduly late, the general opinion regarding waiting times was that they are acceptable.

It was agreed that a notice would be displayed on the self arrival check in screen and on the patient call screen to the effect that if you have waited 20 minutes please check with receptionist that you have been checked in.

**Difficult to have a notice located at the self check in screen, but the message has been added to the call screen**

G explained the new rota system that is being implemented to try and ease the pressure on appointments.

Will arrange for new system to be promoted on LH website and Practice booklet

Some patients were not aware that doctors have time allocated for telephone slots. Dr S pointed out that these were not always appropriate as patients often need to be examined.

Dr S is to discuss with the other partners how blood test results are given to patients.

Mrs J raised the issue of repeat prescriptions and asked if we knew of any pharmacies that would automatically order patients prescriptions each month.

The result of question 10 of the survey regarding receptionists asking patients for a brief description of their problem was that 70.3% of patients would not mind being asked. Therefore this will be implemented in the near future.

**Patients are asked about their problem when they urgent appointments only**

The minutes from this meeting will be circulated to those who attended the meeting and to those who could not attend but wish to be included in the group.

**The date for the next meeting was agreed – to be held on**

**Tuesday 15th November at 5.45pm.**

The agenda will be sent out in advance of the meeting.