

**MINUTES**  
**Patient's Consultative Group Meeting**  
**Thursday 13<sup>th</sup> November 2014**  
**Farley Road Medical Practice**

**Present**

Dr Jasper, Tracy Keogh Practice Manager

Members: Choi Kim, , Binman Ghosh, Noel Urwin, Kate Dawson, Martin Fidler, Linda Oram, *Brian Matthews, Robert Burtwell.*

**Apologies for absence**

Dr Cockell, Ann Curtis, Brian Corbett, Sue Gifford

Minutes of last meeting agreed– 31<sup>st</sup> July 2014

**Friends and Family Test.**

As per NHS England policy from the 1<sup>st</sup> December 2014 we have been requested to set up the following survey. The practice has to ask would they recommend this surgery to Friends and Family. We have already had the survey up and running and have been able to collate feedback from our patients. Please feel free to leave your feedback either on line <https://www.iwantgreatcare.org/gpsurgeries/farley-road-medical-practice> or fill out a card at the surgery.

**Development of PPG**

PPG now has a specification from NHS England as to what is expected from the patient group. We now have to reflect practice demographics and we are missing younger group members and racial sections. We also have to come up with 3 ideas to improve practice, which there has to be an attempt to implement.

**Suggestions - ELECTRONIC COMMUNICATION, DNA's and Telephone Access**

New ideas should be reasonable and potentially do-able.

This years practice survey was agreed at the meeting and it was felt that the questions and layout will not needed to be changed. The survey will take place for the whole month of December and the results will be published on line

**Practice Development**

Dr Galaiya is now on maternity leave Dr Rahman will be available on Mondays, Wednesdays and Fridays all day

Planning permission has been granted for an additional room for staff and training.

Nurse Diana will be retiring from full time at the surgery after 21 years but she will be back at her new reduced hours of 3 days a week.

Debbie James has now started at the surgery and will be carrying out Practice Nurse appointments on a Monday and Friday all day and on a Tuesday and

Thursday you will be able to book with her as an Nurse Practitioner.

Appointments are now available on a Saturday morning with the nurses for routine appointments; these are pre bookable at the surgery only.

Telephones – we have now upgraded and the phone lines have gone fiber, you should no longer hear the engaged tone and when the surgery calls you back on the telephone/mobile you will now be able to see who has called you.

**Campaign for DNA** - In October there were **61** missed appointments of GP time and **66** missed nurses appointments that patients had booked but failed to turn up to the appointments. We have decided to tackle this with letters to patients and to encourage them with signing up to appointments on line and SMS text reminders. We have put posters up in the surgery to inform patients of the high volume of DNA's within the surgery and we are hopeful that this will have an impact on future appointments.

### **Any other business**

We discussed at the meeting our Draft Intelligent Monitoring Report and the implications at the practice. The report was developed to give the CQC inspectors a better understanding of the practice; the full report can be viewed on the website and we have been rated at a low risk due to not having enough patients with dementia diagnosis in residential care homes, <http://www.farleymedical.co.uk/ppg.asp>

### **Parking at CUH**

If you are visiting at CUH and will be there more than 2 days CUH can offer you a parking permit for the sum of £8.50 per week, you will need to ask for the form at the nurses station on the ward and purchase the tick from the machine which will be signed by security staff and then must be displayed in the car.

## **Date of next meeting**

**12<sup>th</sup> February 2015 Farley Road Medical Practice @ 6.30pm**