

# Johnson Medical Practice PPG

Monday 13 March 2017

Hilltop Surgery, Maidenwell Avenue

## PRESENT

Harsha Kotecha, Nick Bates, Graham Cole, Clare Cole, Asma Sadar

### 1. APOLOGIES

Usha Vagela, Shan Parmar, Murray Frankland

### 2. MEETINGS OF THE PREVIOUS MEETING

Accepted

### 3. MATTERS ARISING FROM MINUTES NOT ON THE AGENDA

None

### 4. UPDATE ON DEVELOPMENTS AT THE PRACTICE

- Practice has full counterpart of staff.
- New registrar Dr Roberts with practice until the end of August
- Another medical student Dr Hussein also joining
- Complaint raised by patient anonymously on NHS choices website, the complaint concerned the phone system. The patient had call the surgery after 6.30pm on Monday evening when the practice is open till late. The patient joined the telephone queue at 6.29, just before closing time at 6.30pm. At 6.30 the phone system switched off and the OOT message was activated to new calls. However, this patient's call was stuck in the phone system, after 20 minutes the patient walked to the surgery to investigate.

A glitch in the system allowed the call to get stuck without the surgery being aware that it was possible. The fault was reported and now resolved.

The surgery has now invested in telephone analysis tool (Q Metrix) to show peaks and trends. This should show that the practice has adequate staff to man the phones at peak times.

The phone system operates from 08:00 – 18:30, after that time the automatic message is generated.

- Appointment – the practice now offers 7 pre-bookable appointments daily and 7 sit and wait

## 5. FEEDBACK FROM EASTER EVENT 8<sup>TH</sup> APRIL

Nick and Harsha gathered feedback from patient at the event. The event was well attended. Harsha had designed a form which allowed for patient feedback in three areas

- Things the practice was doing well
- Things the practice could improve on
- Things the practice should stop as its not working

Most patients were happy to just give verbal feedback. The feedback themes were

- Lack of appointments,
- 8am rush, getting through on the phones in the morning

We got three new members to the group, none of them were able to attend tonight.

## 6. AOB

None

## 7. DATES OF NEXT MEETING

Monday 16<sup>th</sup> May 5.30pm

**Signature** ..... **Chair PPG**      **Date** .....