

# THE TOLLGATE PRACTICE

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**Attendees:** (MC), (MW), (JS), (DS), (PN), (SB), (CD), (PM), (RF), (MV), (AY), (PH), (AB), (RJ)

MC opened meeting and welcomed everybody.

Members agreed minutes were received from last meeting, no issues to be raised.

PPG Chairperson – Debra expressed interest via email as not present. **Members voted and all agreed Debra to be new chairlady.**

Sarah Brown is now training to be one of our HCA's, this will offer more availability for appointments. She started her course this week and asked for volunteers to help with her training by coming in for health checks, blood pressure monitoring, ECG's etc. JM, CD, AB, PH, MV, PM all offered to volunteer their bodies for training purposes!

Also we have a new nurse starting next month. She will be doing asthma, diabetes etc and working alongside Tracy Gooding as she staying on as a locum nurse. Because of her expertise she will be monitoring our new nurse. Tracy is to remain with us indefinitely

Room 11 will now be another consulting room. This will make it easier for patients as the nurses will not have to move room to room, and patients will know what room to go to.

Website – MV thought it was looking bright and colourful. MC explained we now have access to update website so lots more will be going on. CD stressed how important he felt it was to take off out of date notices from the website and waiting room. Easter opening times now on website. We are open Easter Saturday between 08.30-11.30 to take the pressure off of A&E and the walk in centre. MC suggested a rolling wheel on the side of the web site to show past news etc. MV agreed he thought this was an excellent idea. RJ asked if password's for access for online prescriptions had been changed. SB explained that we only have the new system in place now the old passwords no longer work, MC said a reminder to all patients be put onto homepage 'if your password for prescriptions is not working please contact the surgery' **MC to action.** CD noted there seemed to be very little choice on the online booking appointments. MC to look at releasing more appointments fortnightly and noted not many appointments actually booked online. It was noted that the group thought that more appointments would be booked online when more patients were aware of it. AB suggested more info to be available on this service. Newsletter when done also to be going onto website, unfortunately due to work and time pressures no newsletter being published at present but we will be looking at this in the new financial year.

DNA figures given out. Text reminders still being sent out the day before. It was discussed that patients use the walk in service and then forget to cancel their appointment. AB suggested a message to go on message board in reception saying 'Do you have an appointment you need to cancel'. Another suggestion was the ability to leave an answerphone message or contact us via email to cancel appointments. AY suggested texting patients when they have DNA'd. CD and JM both thought a name and shame wall for all DNA patients would be affective! JM suggested fining patients when they miss appointments and how very annoying it is when appointments are hard to get. MW explained in the past we had taken the privilege of booking appointments away from constant patients who DNA, therefore they only have the walk in service available.

### **DNA FIGURES FOR 2014-2015**

APRIL - SEPT 14 - 604 APPOINTMENTS = 8283 MINUTES

OCTOBER 14 - MARCH 15 - 759 APPOINTMENTS = 11029 MINUTES

This figure was very disappointing !

Dr Abeysundara is training to become a fully qualified GP trainer; this will enable us to have another GP registrar who would be with us for one year at a time. This would work alongside Dr Best who is also an accredited trainer.

RF expressed concerns over the walk in service, how when queuing in the mornings people push in front of others who have been waiting. Asked if the number system could be bought back in. JS agreed she thought the number system did work better. **MW to action number system.** Numbers to go out at 8am daily.

Name tags given out and worn by all as suggested by MV .

Meeting closed at 1.50.