

## **PPG Meeting Minutes 8<sup>th</sup> of May, 2017**

Present: WY, AB, AS, JT, PV, IS, PC

### **1. Welcome and introductions**

WY welcomed everyone to the PPG, extended apologies from those who could not make it.

### **2. Previous Minutes and Actions**

Briefly discussed, see section 4 for more detail.

### **3. Introduction of Aoibheann**

WY introduces AB and explains how she is here as it was felt someone was needed to manage reception and improve front of house. AB says she is here to improve efficiency and customer service.

### **4. Update from the practice**

- No further update on Violet Melchett Centre. Unsure of how the change in government might affect timeline but for now it is out of our hands.
- We have hired a Reception Manager.
- We have hired two more care managers for My Care My Way.  
PV gives out some leaflets with some information about My Care My Way and explains how it works. Highlights the PAM questionnaire which will be used to figure out where patients are with regards to managing their own care.

### **5. Suggestions and comments from PPG members – customer service focus**

The floor is opened up to members of the PPG with the question of how we can improve services.

**Confidentiality in reception** – some members do not like having to divulge sensitive information in the reception area. Although this is often necessary in order to have them seen as quickly as possible, AB and WY understand their concerns.

**Action:** To trial a “privacy line” in reception that patients must stay behind until they are called by the next available receptionist.

**Receptionists** – The patients present have highlighted that there are some training needs in reception. It is important that receptionists are sympathetic, friendly and efficient. They say getting through on the telephone has improved. They would like to see more eye contact, smiling and acknowledgement when they arrive. Might be productive if one of the patients could come to a reception meeting and speak to them personally.

**Action:** AB to train staff and bring up findings in Reception Meeting. To have someone come and speak to reception at same meeting.

**Identifying staff** – Patients would like to know who they are speaking to/dealing with. Creates cohesion and makes it a more personal experience.

**Action:** AB to arrange name badges for all reception staff. All receptionists to say their name whilst answering the phone.

**Feedback** – More signage needed to direct patients to where they can give feedback. Currently we have a feedback box in reception but the patients feel it is not clearly pointed out enough.

**Action:** AB to make signage to highlight location of feedback box.

**Appointments** – All present feel it is very difficult to get an appointment with a GP at the moment and this creates friction between them and reception. AB asks if they would rather be told there are no appointments or whether reception should make them aware of embargoed slots that are subject to availability. Everyone agreed they would rather the option. WY points out that there are not routine telephone slots available whereby you can ask your usual GP to ring you back. Patients feel as if they should be made aware of the difference between these routine calls and duty calls.

**Action:** WY to add this information to the practice website.

## **6. Action plan for next meeting**

At the next PPG meeting we aim to discuss the Friends and Family feedback.

Provisional date for next meeting is Monday 26<sup>th</sup> of June.