



everyone agreed that it was integral to improving communication with patients. Improved signage and better use of Notice Boards would be addressed following recruitment of new Operations Manager.

#### IN-HOUSE PHARMACY

It was also reiterated that an In-house Pharmacy was a major undertaking for the Partners and in the current climate, which is particularly challenging due to ongoing change in the NHS that it would not be considered for the foreseeable future.

#### STAFFING UPDATE

A new Operations Manager had been recruited starting end Apr/early May.

#### **ITEM 3 – 2013-14 ACTION PLAN**

The main aims of the 2013-14 Action Plan were discussed:

- a. Improved service from Lloyds Pharmacy – A new Pharmacist has been appointed and opinion generally from those present was that it had seemed to improve in recent months. The PM highlighted that monthly meeting with Lloyds would be starting shortly.
- b. Increase Communications – the new online service and reception screens was evidence of the progress made but this was ongoing initiative that would be a key area moving forward.
- c. Increase available parking – as highlighted earlier all options had been explored and it was a case of managing current availability as effectively as possible. Consequently, the PM recommended that it should not be included in any future Plan

#### **ITEM 4 -2013/14 PATIENT SURVEY RESULTS.**

The results of the 2014 survey were outlined by the Practice Manager (copy attached to minutes for committee members). The questions were identical to the 2013 questionnaire and in generally the results were broadly similar.

#### **ITEM 5 – 2014/15 PATIENT SURVEY**

One of the changes in the new GP contract IS that the PPG Questionnaire Will be replaced by a “Friends & Family test” in which the following question would be asked “Would you recommend this service to friends and family?” Practices can also ask one additional question and members were asked for ideas with

**Secretary**

the suggestion that it perhaps it should be based in low scoring areas in the survey and/or the Action Plan.

### **ITEM 6 – 2014/15 ACTION PLAN**

The 2014-15 plan based on survey results and following discussions during the meeting are as follows:

#### **Broaden membership of the PPG**

- Offer a virtual meeting environment
- Enhance recruitment methods
- Identify regular performance statistics to review at the PPG

#### **Review appointment access**

- Review of appointment demand & capacity
- Review of appointment profiles
- Review of internal processes
- Improve missed appointment rates (Avg 8hours pw)
- Advertise online appointments

#### **Enhance patient communication**

- Collect patient's contact information: e-mail & mobile
- Enhance information provision (posters, screens etc.)

### **ITEM 7 - ANY OTHER BUSINESS/ITEMS FOR NEXT AGENDA**

PM informed members that a detailed summary of the GP contract changes would be included on the next agenda. To improve patient responding to questionnaires it was suggested that some sort of incentive/prize be offered. Also introducing feedback cards in Reception ion would be a good way of gathering information from patients.

### **ITEM 8 – DATE OF NEXT MEETING**

The date of the next PPG meeting is scheduled for Wed 14<sup>th</sup> May 2014 at 6pm.

(Original Signed)

Wayne Price  
PPG Secretary

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