

Dickenson Road Medical Centre

Patient Participation Group

Meeting minutes for 9th August 2018

Total attended were 4 members

| Name of Attendees | Post |
|--------------------------|------------------|
| Dr MP | Chair/Patient |
| KK | Practice Manager |
| Dr PA | GP |
| ZR | Patient |
| SY | Patient |
| MY | Patient |
| ZY | Patient |
| NA | Patient |

- 1) Apologies sent were acknowledged.
- 2) Minutes of the last meeting were discussed and agreed.
- 3) The self-check in screen was discussed again. The manager pointed out that the suppliers of the screen were still not ready for moving the screen. Though patients do still not want to use the check in system due to lack of understanding IT systems. Staff has shown them how to use it but they are still reluctant.
- 4) KK informed the group that the HCA has now left. We have appointed another HCA who is qualifying to be a Nurse. We will be employing her in the capacity of a Nurse after she qualifies.
- 5) KK informed the group that due to the demand for appointments, the practice has engaged a female GP who will start in September. She will work every Monday.
- 6) KK mentioned that no matter what we do, patients are still not taking responsibility for their appointments. This is leading to a lot of DNA's hence wasting resources. It was suggested that we should have a colourful poster to advertise the number of DNA's every month.

- 7) Patients are not wanting to book on line. Chair mentioned that he was struggling to go on line himself as it kept on logging him off. PM will look into this and establish if there is an issue with the EMIS log in system.
- 8) Next meeting is scheduled to be held on 6th December 2018

ACTION POINTS

| Action points | Person Responsible |
|-----------------------------|---------------------------|
| Self checking in screen | KK |
| Poster for DNA's | KK |
| Look into the online system | KK |