

	<p>waiting rooms are prominent.</p> <p>Newsletter The group thanked CB for his hard work in producing the newsletter and, overall there was good feedback: it was well set out, easy to read and had interesting articles. There had been an issue printing the article from GF and space has been left to insert this. Mary (Practice Nurse) did not provide an article on smoking cessation and NR said that sometimes people find the task of writing an article quite onerous. CB said he would be happy to edit/put into words the content of discussions with clinicians. RWD will be providing an article on diabetes for the next issue. There had been some problems with printing the last issue but these had been resolved. There had been good uptake of the last newsletter and members of the PPG group had seen patients reading it while they were waiting for their appointments. RPT felt that the newsletter should include the services Bute House provides as bullet points. This will be added. The group also felt that the recent survey findings should be highlighted in the newsletter.</p>	<p>CB to liaise with NJD to finish this issue by the end of the week</p>
<p>4.</p>	<p>DNAs This remains an issue. NR reported back that following a discussion amongst the partners the conclusion was that there would not be an automatic letter sent to patients who DNA three times as sometimes these missed appointments could be explained. The group asked if there was a way of flagging up on systemone if patients had DNAd several times so that the receptionists could be aware when they were making appointments. NR felt it was unfair to ask receptionists to get into a discussion about DNAs over the phone and the agreement was that doctors would ask patients about previous DNAs if these were recent and persistent. The group agreed to this but would like more information re DNA rates eg breakdown into gender/ethnicity and age.</p>	<p>NR to ask Bernie to collect information for next meeting</p>
<p>5.</p>	<p>Survey results NR thanked the group for their input in devising questions for the survey. There was a discussion about the results, in particular how well Bute House had done in the “family and friends” question. There was surprise about the lack of uptake of on-line services. RPT said that because she never had a problem getting though on the telephones, she preferred to make an appointment by phone. GF said that he usually had to wait several rings before somebody answered the phone, usually in the morning. NR advised that 8.30am and 11am was the busiest times for the phones and all the staff know not to ask patients to phone at 8.30am to get an appointment. There was a discussion about how we capture patient experience, in particular the recent reviews put onto the NHS Choices website. It was felt that if patients are unhappy about a service they are more likely to make the effort to complain. It was decided that this issue would be put onto the next meeting’s agenda.</p>	<p>PPG members to consider ways of improving collection of patient feedback</p>
	<p>Door Signs The new signs are finally up and well received</p>	

<p>6.</p>	<p>AOB</p> <p>There was brief discussion about 111 and the negative publicity it has received in the national press. NR pointed out that from a commissioning point of view, 111 was tried and tested and encouraged patients to continue to use it. The group felt that because they had such good access to their usual doctor they preferred to wait til the following morning to talk to a doctor rather than use 111. NR pointed out that sometimes urgent cases could not wait.</p> <p>The lack of awareness amongst patients about how to contact the Out of Hours service as shown in the practice survey suggested that access to doctors at Bute House was not a problem.</p> <p>RPT mentioned a recent incident where her consultation with a doctor had been interrupted on more than one occasion by a nurse knocking on the door and walking straight in without waiting to be asked to come in. NR said she would discuss this incident at the next clinical meeting</p> <p>BL pointed out that the double glazing unit in the downstairs waiting room had not been repaired</p> <p>The group would think about how to improve membership of the PPG and offer suggestions at the next meeting.</p>	<p>NR to d/w partners</p> <p>NR to d/w partners</p> <p>PPG to consider</p>
<p>9.</p>	<p>Date of Next Meeting</p> <p>First week of August: to be confirmed</p>	