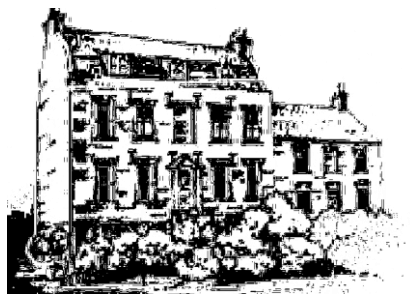


# TAMWORTH HOUSE MEDICAL CENTRE



## Meeting Minutes – Monday 29<sup>th</sup> February 2016

Attendees:

<input checked="" type="checkbox"/> Ann Walsh	<input checked="" type="checkbox"/> Michael Mooney
<input checked="" type="checkbox"/> Audrey King	<input checked="" type="checkbox"/> Hazel Curt
<input checked="" type="checkbox"/> Sylvia Gilpin-Jackson	<input checked="" type="checkbox"/> Lesley Anthony
<input checked="" type="checkbox"/> Janet Smith	<input checked="" type="checkbox"/> Roy Tranckle
<u>Apologies</u> Katherine Bennett, Robert Broomsfield, J Beaumont  Practice was represented by Practice Manager – A Ceesay and GP - Dr S LaPorta.	

### **Introductions**

Two new members have joined the group – Roy Tranckle and John Beaumont.

### **Meeting notes from previous meetings**

No issues were raised from minutes in previous meeting

### **Patient Survey**

As a result of the practice survey and discussion from our previous meeting, the Practice has implemented or working to make the following changes:

- Extra disable parking

We have allocated an extra parking space for our disable patients.

- Looking into getting automated doors to allow ease of access

Practice is seeking quotes from companies to find out if it is financially feasible to have automated doors.

- Telephone system

Practice is looking into updating the phone system.

- Water cooler

Practice have decided not have one because we fear it may cause littering.

### **Friends and Family Test**

We looked at the friends and family test results from October – December and were pleased with results. The results will be published on the practice website and on the PPG notice board in the waiting room.

# TAMWORTH HOUSE MEDICAL CENTRE

## Practice Did not attend rates

We discuss DNA appointment figure for 2015 and we agreed that figures should be published to highlight problem to patients.

	All Appointments	DNA	% DNA rate
Jan	2902	202	7.0%
Feb	2831	202	7.1%
Mar	3092	219	7.1%
Apr	2542	218	8.6%
May	2627	188	7.2%
Jun	2860	197	6.9%
Jul	3145	272	8.6%
Aug	2213	159	7.2%
Sep	2498	191	7.6%
Oct	2545	181	7.1%
Nov	2657	215	8.1%
Dec	2592	195	7.5%
Total	32504	2439	7.5%

## Virtual PPG

We realise that people are generally very busy and may not have time to come to the surgery for meetings, therefore we agreed to form a "virtual group" that can exchange views, participate in practice surveys and with whom we can consult from time to time by e-mail.

## Patient Access

PM highlighted that the practice is planning to increase the volume of patients registering for online services. We currently only have 4.7% and want this value increased to 10%. Merton is carrying out a new campaign to promote online success. PPG members confirmed they were all online albeit not frequent user.

## Update on practice matter

We have a new receptionist (Rushina) and Practice nurse (Hannah) join our team

Practice Nurse – Charlotte Morrisson and Lesly hollier – Clinical Administrator are retiring.

Dr Williams and Dr Hollier are also retiring this year but they will be coming back to work part- time.

We are in the process of recruiting new doctors.

## AOB

Adama to confirm next meeting date.