Meeting held on 18th January 2018

At 19.00

Lime Tree & Sinnott Healthcare

In attendance

**Patient Participation Group Members**

Eze Affia

Brian Halter

Sema Yildiz

**Representing LT&S Healthcare**

Dr Elizabeth Shui

Dr Nandita Shirsalkar

Dr Anie Ayelabola

Joy Glasgow Practice Manager

Hayley Winyard Admin/Receptionist

Lorraine Hoy Admin/Receptionist

Angela Glasgow Assistant Manager

Agenda

Results of Telephone Audit

Premises Update

AOB

The PM handed the results of the telephone audit conducted in September and October 2017 and December 2017 January 2018 to everyone present.

The audit was discussed and there is a definite improvement, which we think is important but the practice feels that there is still room to improve further. It has been decided that during the next audit the Practice manager and assistant manager will be answering calls for 3 hours per day spread across 1.5 hours am and 1.5 pm to gather the data and see where the possible problems lie. Having first-hand experience will give the managers a better picture of what to do to further address the problem.

The PPG agree that language barriers would increase the length of phone calls hence the rings for longer before patients are answered. Trying to increase on line access as mentioned before would help the situation. We are looking at sending our texts to patients to inform them of the on line booking option. However, we have been advised by our CCG that our text service must only be used to inform patients of their appointments. The practice may look at purchasing texts themselves to send out the message.

**Premises Update**

The practice was informed at a recent meeting that the premises move is still happening, the fit out is to carried out by Waltham Forest Council with another provider. The financial business aspects are currently being sorted with Waltham Forest Council, Waltham Forest Clinical Commissioning Group and the third-party provider.

We will pass on any updates in a Newsletter to patients as well as to our PPG.

**PPG Recruitment**

There has still not been any uptake on getting more members, in April when the practice slightly less busy the Lime Tree Surgery PPG have offered to meet with our PPG to discuss a strategy for increasing uptake.

BH and EA from our PPG said that the group have not appointed a Chair, Vice Chair or Secretary as they would prefer to do this when they have more members. They will also inform WFCCG once they feel they group is ready to take on more commitment with new members. The practice understands it is a difficult task and will assist in promoting the group as much as possible.

The practice have spoken to the staff and Lorraine Hoy and Anne Murchison are very keen to get involved with the PPG and represent the practice at future meetings.

Meeting ended at 20.30

Next meeting Wednesday 25th April with Lime Tree Surgery PPG group to formulate a recruitment strategy