



Thursday 10 May 2018

DW WMP Patient

DC WMP Patient

JS WMP Patient

GW WMP Patient

KA WMP Staff

Key – Ptns = patients

ITEM DISCUSSED	ACTION BY WHOM / WHEN	UPDATE
<p>Minutes from Last Meeting – GW Noted that KA had not brought these to today's meeting and thus they had not been signed off</p> <p>KA apologised and suggested that now PPG has a fuller membership we are better positioned to</p>	<p>KA be more organised next meeting</p>	
<p>DW – gave overview of recent visit to local practice – ref their PPG activities</p>		
<p>Discussion about the new Call In System</p> <p>DC asked if the new system makes an 'alert' noise when the visual call in screen is displayed (in addition to the automated voice calling patients in)</p>	<p>KA will check</p> <p>KA checked with team – confirmed that the system makes a 'Ping Pong' alert sound 10.05.18</p>	
<p>Discussion about the Military Vet scheme - NHSE</p>		
<p>ShropDoc and Change to - call handling for Out of Hours from Summer 2018</p> <p>GW suggested if not happy with National NHSE initiative ptns could contact their local GP – beyond practice influence</p>		
<p>DC asked for his thanks to be passed on to nursing team in regard to recent experience</p>	<p>KA messaged each member of the team to do this (10.05.18 done)</p>	
<p>DC noted that new Envisage slide still says 'chiroprody' – KA advised this actually refers to Diabetic Foot Screening</p>	<p>KA to correct</p> <p>KA corrected 10.05.18</p>	
<p>JS – raised issue of difficulty getting appointments Discussion – KA advised GPs on Annual Leave but also, more significantly, appointment availability is impacted by the number of ptns who do not attend (DNA) their appointments Discussion about DNAs and possible actions to address KA requested support of PPG getting the message across to others about the importance of cancelling appointments and the impact of DNAs KA advised not allowed to remove ptns or refuse</p>		

treatment on basis of DNA history		
DC noted that appointment reminder in EMIS is not working	KA to investigate	
GW – requested that we follow the meeting agenda and not discuss matters not relating to WMP KA advised that, in regard to the discussion that led to this point, the WMP PPG had been working with other local PPGs and CCG PPG Advisor who had suggested actively seeking detail on what other PPGs do to develop membership – so actions taken by PPG colleagues was within that remit		
Discussion about organising a future event – to be held late Summer / Early Autumn	All to bring any ideas for event to next meeting	
DW gave positive feedback on recent interaction. experience with staff at WMP Many thanks	KA passed this on to staff 10.05.18	
Virtual PPG – discussion about the service offered by Practice Index and the ‘value to ptns / practicalities’ of such a service		
Any Other Business:		
Many thanks to all those who attended or sent apologies for their continued support of the PPG, the Practice and our work together		
<u>Date of Next Meeting:</u> Thursday 12th July 2018 11.00 – 12.00 – Please note this may be subject to changed dependent upon external matters		

Agreed – Signed

Date