

# **Birley Health Centre Patient Participation Group**

## **Minutes of the Meeting Held on the 19<sup>th</sup> April 2018**

**Attended:** NAMES REMOVED.

**Representing the Health Centre:** Dr Charles Heatley, Dr Ben Allen, Kiz Haigh and Sue Breeze.

### **1. Introductions**

Kiz welcomed members to the meeting.

### **2. Apologies**

Were noted as NAME REMOVED and NAME REMOVED.

### **3. Minutes and Matters Arising**

A draft copy of the January minutes were circulated to members by email shortly after the meeting. Paper copies were available in the meeting.

A member requested that attendance by the on-site pharmacy to the meeting was requested and recorded in the minutes. Kiz provided feedback that a new manager was now in post but was unavailable today. However any specific questions could be passed on by Kiz. Kiz provided a reminder about the purpose of the group which is to work together to make positive suggestions and improvements. A further invitation to attend the meeting will be made.

Once the above amendment has been made the group agreed the minutes as a true and accurate reflection of the meeting.

### **4. Practice Update, New GP, GP Retirement**

Dr Ben Allen was introduced and a round of introductions ensued. Ben expressed a keen interest to be involved with the group. Kiz explained that Dr Sarah Allen retires at the end of April 2018.

### **5. Group Priorities, Did Not Attend (DNA)**

Kiz briefed members on a city wide project DNA Man. His mission is to highlight the issue of DNAs and how this affects practices and patients. It's an expensive waste of clinical time and it pushes waiting times up for patients. It's a light hearted way to highlight the issue. It is hoped this new approach will remind patients to cancel appointments if they are no longer required. DNA Man has one clear message 'Can't make it? Cancel it!'

Kiz asked the group for ideas how DNAs could be managed within the practice. Suggestions were;

- 3 strikes system - if a patient DNAs 3 times they are asked to leave the practice.
- Send letters to patients that DNA explaining the impact to the practice and patients.

Dr Heatley raised concerns about the 3 strikes system that the practice doesn't want to penalise the most vulnerable patients. Some patients that DNA are the patients that need to access healthcare the most.

The group discussed how searches could be run for DNAs and what time periods would be reasonable. It was suggested DNAs could be considered on a case by case basis.

**Action: Kiz and Sue agreed to take the ideas forward within the practice teams and will provide feedback at the next meeting.**

**6. Appointments**

A member gave a specific example of difficulty in making a bookable appointment. Another member also expressed difficulty in getting through on the telephones. It was also noted how it can be frustrating listening to the same message whilst on hold. The group discussed the way in which the information is communicated on the telephone and agreed it was very important.

**Action: Kiz to investigate options to improve the telephone system.**

**7. Any other Business**

It was noted that a BirleyHC Nurse Practitioner has won the prestigious award Yorkshire and the Humber Nurse Mentor of the Year 2018. The award was presented for giving inspirational support to student nurses on placement in primary care.

Supporting careers which was an agenda item suggested by a group member in January 2018 will be added to a future meeting if requested.

**8. Date and Time of Next Meeting**

26<sup>th</sup> July 2018, 17.00 to 18.00 at Birley Health Centre