

**Morden Hall Medical Centre
Patient Participation Group**

Notes of the meeting on Tuesday, 13 January 2015 at 1800 (v02 17 02 15)

Present:

- Tony Loft (Chair)
- David John
- Leah Biller (MHMC)
- Elspeth Clarke
- Dr Ravi Patel (MHMC)

<p>1. Apologies were received from Derek Heaton, Jayanthni Hettiaratchi and Chris Walton.</p>	
<p>2. Matters arising:</p>	
<ul style="list-style-type: none"> • feedback received since the last meeting 	<p>LB said, due to holiday, sickness and general staff shortages, she had not had a chance to collate feedback received via the website but she read out the negative feedback received via the NHS Friends and Family Test for general practice which pretty much followed exactly the same themes as that received and presented to the previous meeting being access to all types appointments and general contact with the practice as the principal theme with customer care as the second.</p>
<ul style="list-style-type: none"> • recent changes and forthcoming developments 	<p>LB listed these as:</p> <ul style="list-style-type: none"> • Two new nurses having started work at MHMC. • Website upgrade almost complete. • Changes in the original plans for the staff rota to support phone and desk access plus to cover all admin duties. • Whether or not customer care training was effective. • Adverts out for a practice manager and support staff. • MHMC participating in the out of area patients service. • MHMC running a dedicated winter paediatric service for the 0-18 age group, with the under 5s particularly in focus.
<ul style="list-style-type: none"> • appointments – update 	<p>The initial consultation document has been produced which was circulated before Christmas to give everyone in the practice a chance to go through it and provide responses, ideas etc. Senior management meeting set for Monday, 19 January evening to progress the work and so take the project forward to improve the whole system that is MHMC.</p> <p>MHMC is planning for an awayday to bottom out access requirements and how to meet them in the world of general practice in 2014/15.</p>

<ul style="list-style-type: none"> premises update 	<p>Virgin Assura are terminating their lease as at the end of February 2015 and MHMC is now negotiating to let some space on a temporary basis until we know what we want to do with the upstairs accommodation. LB has to go back to all services that have been in touch to see whether they still want to use the space and some contact has gone cold.</p>
<ul style="list-style-type: none"> DNA statistics and discussion 	<p>This information was provided at the last meeting but LB had not had an opportunity to drill down into the data although, through our avoiding unplanned admissions work, this will be done by the whole team.</p> <p>LB provided the following information: The 832 DNAs in the six month period from 1 April 2014 to 30 September 2014 should be assessed against a total of 23,336 available appointments during the same period; i.e. 3.57% of the available appointments became DNAs.</p> <p>The following details relate to the 6 month period from 1 April 2014 to 30 September 2014:-</p> <p>Total number of DNA appointments = 832 appointments</p> <p>Number of patients with just 1 DNA = 457 patients Number of patients with more than 1 DNA = 113 patients Number of patients with more than 2 DNAs = 28 patients Number of patients with more than 3 DNAs = 15 patients Number of patients with more than 4 DNAs = 7 patients Number of patients with more than 5 DNAs = 3 patients Number of patients with more than 6 DNAs = 3 patients Number of patients with more than 7 DNAs = 1 patient Number of patients with more than 8 DNAs = 0 patients</p> <p>LB agreed at the previous meeting on 25 November 2014 to drill down into the data to facilitate the group developing plans to tackle frequent non-attenders and other strategies to encourage patients to attend or cancel their booked appointments (at the next meeting).</p>
<p>3. Agreement of continuing priorities</p>	<p>These continue as:</p> <ul style="list-style-type: none"> Access Reduction of DNAs (appointments not attended) Building/premises development
<p>4. Any other business</p>	<p>EC suggested a registration checklist for patients coming to register would be a great help for patients and staff alike when patients come to the desk to register with MHMC</p>
<p>5. Date and time of next two meetings</p>	<p>Tuesday, 24 February 2015 at 1800 Tuesday, 14 April 2015 at 1800</p>