

**Morden Hall Medical Centre  
Patient Participation Group**

**Notes of the meeting on Tuesday, 19 July 2016**

**Present:**

Elspeth Clarke	Jayanthani Hettiarachi	Derek Kean
Lynne Jackson (MHMC)	Sandra Wood (MHMC)	

**Apologies:**

Rita Man, Derek Heaton, Tom Killick,	David John Tony Loft (chair)
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**Welcome and introductions**

LJ introduced herself and gave a quick summary of her background in primary care in Merton.

**Information patients**

Following the refurbishment, we will have the opportunity to review how we keep patients up to date with appropriate information. The messages on the phone lines are being reviewed on a more regular basis than previously, however the current phone system requires 3<sup>rd</sup> party attention which slows down the process.

**Online access to coded medical information for patients with online access**

EC fed back that she had tried viewing the on-line summary record but had found the use of acronyms and medical short hand confusing at times. LJ reported that she had previously had a list of frequently used acronyms and would be happy to share with the group.

**Online appointments – access**

All routine pre-bookable GP appointments are available to book on line and are all released at the same time. Nurses' appointments are more difficult as the nurses specialise in different clinical areas and appointment lengths vary for certain procedures.

**DNA audit**

We looked at the DNA rates for the GPs and nurses for the first half of the year. More DNAs are recorded for nurse appointments than the GPs and we discussed theories on why this may be. Suggestions included:

- Monitoring of long term conditions – appointments might have been booked quite far in advance and then forgotten.
- Double appointments – patients needing extra time may be booked into 2 appointments and both (or more) need to be booked in.
- Health promotion - appointments booked for health checks might be seen as less important to attend and a lower priority for patients to attend.

### **Premises Update**

Much of the refurbishment has now been completed, although there are some areas which will need to be completed later in the year. The PPG members in attendance had a tour of the ground floor to see the improved clinical rooms and reception and admin areas.

We also discussed how the practice might become more involved with the community and these included:-

- Involvement with local schools – maybe getting some “art work” from our local primary schools to brighten up the waiting room.
- Involvement with higher education - we have some old photographs of Morden and had thought there might be a budding photographer who could do a “then and now” for us.

### **Referral Management Centre**

EC had attended a meeting of the Merton CCG PEG and had shared a presentation highlighting a proposed referral management centre. The CCG hopes that this service would help to prevent unnecessary referrals to hospitals by redirecting patients to appropriate community services. EC had expressed her concerns about how this would work, the time scale and how much the CCG were involving practices in this process. LJ had fed EC’s concerns back to the CCG and it was agreed that we would keep this issue on our agenda for update and feedback

### **Continuing priorities**

These were agreed as:

- DNAs/prevention of wasted appointments
- Recruitment to the PPG
- Referral Management Centre

**Date and time of next meeting: 19.11.16, 5.30-6.30pm**