



# Woodhall Farm Medical Centre

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## **Agenda for the Woodhall Farm Medical Centre Patient Participation Group Meeting Thursday 9 November 2017 at 5.30 pm**

**In attendance: Mrs NS (Chairperson), Mrs PK, Mrs SE, Mr FGB, David Adams (Practice Manager)**

**Apologies for absence: Mrs SR**

**Please note, for reasons of confidentiality, names are restricted to initials.**

### **Apologies for absence**

SR was unwell so could not attend.

### **Structure and form of the group – being driven by patients**

Following the last meeting, it was decided that NS would be asked if she would be willing to chair the group, so that it was more independent from the practice management and that DA would take notes for her. This was agreed with NS.

### **Review of last meeting's minutes and actions.**

It was agreed that the minutes were a fair record of the meeting.

**Previous Action: A meeting to be arranged between PK, DA and MH from Dacorum Community Action re possibility of developing social media for the practice.** The meeting took place and it was useful to develop contact with DCA. DA subsequently met with MH and had a useful conversation around Facebook and how it might be used in the surgery.

**Previous Action. DA to contact Mr DK to see if he would be interested in joining the group.** PK will speak to him to see if he is interested in coming to a future meeting. DA to look at a random selection of younger patients (in their 20s) to see if any would be interested in joining the group.

**Previous Action. DA to discuss with Dr Mirza re a trial of opening early.** It was decided that a trial on certain days only would not work, but we would look at this again to see if something could be implemented with changes of staff hours.

### **DNAs (did not attend figures)**

DA gave our details of recent DNA statistics (statistics showing the number of patients who did not



attend their booked appointment), which showed an increase in did not attend occurrences over the summer and autumn, from 3.5% to nearly 6%. Figures for both DNAs and appointments were showing an increase in Oct 17 due to the additional appointments made available for the flu vaccinations.

DA explained that the surgery was tightening up on the existing policy of a letter after two DNAs threatening possible removal from the surgery if a third occurred in that year. NS suggested that a letter should be issued after the first DNA put in a conciliatory way, and then follow up with a slightly firmer one, to try and get patients to realise the importance of attending appointments and the cost to the surgery in money and the effect on restricting other patients from getting appointments when needed.

#### **Update on Friends and Family and NHS Choices website**

DA gave information regarding the last few months' Friends and Family cards that had been completed which were all very positive and NS suggested that a pile of cards be left with the doctor and nurse to give out to patients each day, so as to get more cards completed. DA said that Dr Mirza had referred some patients to the NHS Choices website explaining that we would be grateful to get some feedback from them. This has resulted in several patients doing that which has improved our profile on that website.

#### **Social media – update on meetings and review of Facebook pages for patients to use.**

Further to the meetings held with PK, DA and MH, DA had made some enquiries with Practice Managers at other surgeries about who many were using Facebook and other Social Media sites. The general consensus was whilst some practices used social media to advise of things going on at the surgery, there were some concerns over the issue of confidentiality of data and the possibility that the facility could be misused, to the detriment of the surgery. As a result, it was decided not to proceed with opening a Facebook account for the surgery at this stage.

#### **Extended working hours and possible earlier start – developments.**

**Action. DA to again look at the possibility of changing some staff hours to enable appointments to be made before 09.00am.**

#### **Promotion of patients signing up for online services.**

NHS England is tasking surgeries to increase the access of patients for online services such as ordering repeat medications and booking advanced appointments. FGB said that he had a problem printing off his meds orders and that he found the process a little long-winded. DA said that you can click on a direct link at the bottom of the front screen of the website to get to this facility easier. He also reported that Reception staff were now requesting patients seen by them to sign up and all new patients were being asked if they could sign up.



**Action.** DA to do some dummy appointment bookings to see if the system is working okay.

### **Development of support for Carers.**

DA explained what the surgery was now doing to improve support for carers including a dedicated notice board in the waiting room and staff passing on to DA those people who would be eligible to be referred to Carers in Herts.

### **Flu season update.**

Flu clinics are fully under way and the surgery is trying to contact all eligible patients (aged over 65 and at risk groups, plus 2-3 yr old children) to book for a vaccination. Julie Francies, our nurse is also visiting all house-bound patients and those in homes to get their jabs done.

### **Any other business**

We had a discussion regarding the possibility of helping some local groups such as carers and new mums to get together and share experiences and support each other.

**Action.** DA to speak to the Health Visitor re what currently exists for new mums and to see if we could develop something to support these two groups, who are often very isolated and would benefit from more interaction with others in similar circumstances. Even if we didn't have the facility for them to meet at the surgery, we could help facilitate the development of groups who could meet elsewhere (in the case of mums at each other's homes perhaps).

**Date for next meeting: Thursday 8 March at 5.30pm**