

## Belmont Hill Patient Participation Group 2016-17

### Meeting Minutes – 29 June 2016

#### Agenda:

1. Welcome & apologies
2. Practice phone system
3. Potential changes to appointment structure
4. King's College Student teaching at practice – change to curriculum
5. Anything further

#### Minutes:

1. Present: Penelope Caudell, Barbara Lawton, Laurene Brooks, Joan McKenzie, Claire Edmunds, Martin Edmunds, Dr Gail Holloway & Oscar Millar

Apologies: Geoff Carr, Lesley Dean, Ann Lewis

2. Practice Phone System: Meeting began by explaining the steps that have been taken towards setting up a new telephone system. Two quotes were given, one by Daisy Health, the company currently providing our service and another by a different company. The charges involved in each of these were explained and it was also mentioned that we have asked a solicitor to check over the contracts to ensure the practice chooses the best deal. The PPG were in favour of this, happy to hear that a proper queuing system will be put in place soon and that the options are being investigated fully beforehand.
3. Appointment System: The surgery's current system is not working very well, rarely are there any pre-bookable appointments available and more often than not patients are asked to call or attend the surgery at 8am in order to get an on-the-day appointment. These are often all gone by half 8. Possible alternatives were suggested. Firstly a walk-in service for morning appointments could be adopted whereby patients just turn up between 8 & 11am and just have to wait to be seen. Other practices have adopted this system with good results, however, much larger populations, therefore it may not be suited to a practice this size. Afternoon appointments would be pre-bookable. Another suggestion would be looking into how to change the embargo system – reduce the number of appointments available 3 or 4 weeks ahead and increase the number that come available within 5 days. It was suggested that the practice carry out a survey of patients to ascertain a more clear understanding of how they would respond to such changes.
4. King's College Students: The next intake of King's College medicine students will be starting a new curriculum – this will have little impact on patients directly as 5<sup>th</sup> year students will still be doing clinics overseen by a GP. Main changes come in 2<sup>nd</sup> year. The surgery will likely take on groups of 8 students divided into twos who will alternate between sitting in on various clinics and talking with patients.
5. Nothing further was raised.