

## **Milton Surgery Patient Participation Group**

**Date:** 18 March 2019  
**Time:** 7pm  
**Venue:** Milton Surgery

### **a. Meeting opened**

Present:

Eileen Henderson (EH) committee member  
Barry Line (BL) committee member  
Chris Thomas (CT) committee member  
Emma Brown (EB) practice manager  
Bryan Betson (BB) chairperson  
Angie Carpenter (AC) secretary  
Kay White (KW) committee member  
Sue Nunn (SN) committee member  
Bob Pain (BP) committee member

### **b. Apologies:**

Frankie Williams  
Hazel Smith  
John Uttin  
Sally Bradley

### **c. Acceptance and sign off of last minutes.**

### **d&e. Comments and any alterations to in-house patient survey form.**

The proposed questionnaire was discussed and alterations made. Additions to the questions to be put to patients were; adding 'phone in morning' and phone at 4pm previous day' in question 3; and 'how long ago did you book this appointment', and 'would you have preferred it sooner' as question 5.

AC will advise SB of the dates planned, and SB, BB and AC will carry out the survey. AC to advise EB of the survey dates and who will be taking it. Other members available for future surveys are KW and EH. It was decided that this survey, using the same questions, should be repeated at intervals. Final copy of questionnaire attached to minutes.

### **f. Follow up discussion on proposed Dementia Friends meeting.**

SN reported to the group that St. Andrew's Church is happy to hold the next meeting. It is booked and planned to take place on Friday May 24<sup>th</sup> at 7.30pm in the Church Hall. It will be advertised at the surgery.

### **g. Feedback on failure to attend appointments.**

EB reports that they continue to monitor these issues. She reports that rates dropped last week to only 5 failures to attend. Asked if there is any follow up with those failing to attend, EB reports not on the first occasion. However this is followed up on subsequent failures to attend. The exception is that if the patient

is known to be vulnerable in any way then the patient is routinely followed up the first time.

The group asked whether there was a system in place to alert patients needing appointments to the availability of any notified cancellations. EB replied that currently this is not done, available time is a factor, although if an appointment is cancelled on-line it does re-appear there as an available appointment.

**h. Feedback on future health campaigns.**

EB reports that they have just appointed a new Health Care Assistant (HCA) who is extremely experienced. The surgery plan to continue supporting the regular government health campaigns that run throughout the year, and the HCA will be involved in putting the boards together, sourcing leaflets, linking with related associations etc. She is also qualified to give vaccinations, and carry out spirometry and patient health checks, and is also qualified to undertake many other aspects of nursing care in general practice.

**i. Any other business**

**New staff** – EB informed us of the appointment of a new Health Care Assistant. Please see above in **h**.

CT was interested to know if anyone in the group knew of a person living locally who is involved with the elderly in **reminiscence therapy**, and might be available to use their skills with visitors to the Community Café. He pointed out what an extremely useful form of therapy this can be for older people with memory problems and dementia.

A discussion followed on the **availability of appointments**. EB advised the group that they are currently reviewing the various policies and procedures related to this and other practice at the surgery. It was agreed that it is important that the correct information is given at all times and that there should be consistency between verbal and on-line information.

**Impington Village College (IVC)**. BB spoke to them recently regarding their **ICAS (Impington creativity, activity and service) programme**. Currently Milton year 6 students are not participating in this community initiative in Milton, however further discussions are to be held regarding this initiative. A meeting is currently being planned.

**j. Meeting closed.**

**NEXT MEETING: Thursday May 16<sup>th</sup> 7.30pm at Milton Surgery**