



# The Chestnuts Surgery

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THE CHESTNUTS SURGERY  
PATIENT REFERENCE GROUP MEETING  
Chair - Mr Iain Sallis

## MINUTES

Tuesday 12th July 2016 - The Chestnuts Surgery

1. **PRESENT**  
IS (Chair), RD (Practice Manager), MB, JH, MM
2. **APOLOGIES**  
RM
3. **MINUTES FROM THE LAST MEETING**  
Accepted as a true and accurate record.
4. **MATTERS ARISING FROM THE LAST MEETING –**  
None
5. **WELCOMES, FAREWELLS AND THIS MONTH'S REPRESENTATIVE**  
No farewells or welcomes to note.  
  
**Practice Staff Representative:**
  - Molly Wilde – Notes and Patient Liaison Officer
6. **DISCUSSION AREAS**
  - 6a **Local and National Patient Survey Results 2015/2016**  
Results were attached to the meeting pack. The team reviewed both Local national results which were consistent with previous years. There is a trend of low scoring in relation to access and waiting to see a GP and seeing a preferred GP. This in the main arises from the very popular open surgery system where patients count the time they choose to wait prior to their allocated appointment time. Generally patients were very happy with front line and customer services.
  - 6b **CQC Visit Update**  
The practice still awaits its scheduled ratings inspection. The PPG kindly agreed to be in attendance for the inspection and will be invited to attend the practice presentation to the CQC

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**6c Friends and Family / Feedback, Comments, Suggestions**

The practice remains consistent to July 2016 at 75% extremely likely to recommend compared with the same last year (2015-2016). 6.25% likely / 19% neither likely or unlikely and 0% in unlikely, extremely unlikely and don't know. The freetext feedback was also consistent and around 90% positive. The practice shares the outcomes of surveys and friends and family on its website, in the waiting room and at all staff meetings and newsletters.

**6d Missed Appointments**

There has been a recent increase in DNAs, MW (Chestnuts) explained that this is partly due to the SMS service not working due to NHS Mail transition. The practice agreed to start calling patients who are consistently missing appointments of 30 mins plus and tighten the process of warning patients after 3 DNAs and removing from the list if non-compliance continues. The PPG will review further at the next meeting. On average the practice is now losing 3 days per month of clinical time compared to an average of 2 in previous years. To end of June 2016-2017 the practice totalled 54 hours (approx. 7 days) of clinical time which is just over 2.3 days per month average.

**6e Access Update**

The practice continues to enjoy good levels of access which the ppg put down to the continued use of the excellent open surgery system which receives much positive feedback, patients are also able to pre book an appointment within a few days, however, the open surgery system does relieve the pressure of demand on pre booked surgeries.

**6f** Patient Education Events – New Thinking – Cost Free – Joint Working  
After the very successful

**6g** CCG – PPG Ideas Sharing Group Feedback – Attached 4

**6h** Patient Support Officer & Young Persons Advocate – MW Present

**6i** Joint Working CMC

**6j** Practice Newsletter

**6k** PPG Meeting Summary Page

**6l** Carers and Age Concern Desk at Forthcoming Flu Clinics

**7. ANY OTHER BUSINESS**

**8. FUTURE MEETINGS**

- Tuesday 13<sup>th</sup> September at 9.30
- Tuesday 8<sup>th</sup> November at 9.30

**8. NEXT MEETING - Chair**

- Tuesday 13<sup>th</sup> Sept at 9.30