

## **PPG Minutes**

Date: October 5th 2017

Time: 11.30 – 12.30

Surgery group room

Attendees: 2 patients

Staff attended: Jasmina Begum & Jason Tolentino

### **Practice Newsletter Issues**

We presented to the patients the two newsletter issues that the practice published and asked for their feedback. Discussion took place on the content and layout of the newsletters, we did explain that content is seasonal and we have emailed patients on the patient participation group distribution list asking what topics they would want in future issues of the newsletter. Some ideas that were raised included:

- DNA rates on a quarterly basis and amount of money being wasted for appointments not being cancelled.
- Flu session dates & times
- Staff profiles (internal trainings taken)

Copies of newsletters are printed and left in the waiting area of the surgery for patients to take a copy and also all issues are published on the practice website and emailed to our PPG distribution list. We will continue to accept feedback from patients and ideas for our newsletters.

### **Did Not Attend (DNA)**

Average DNA rates for both GP and Nurse Appointments from the last 3 months were discussed. Figures included the average amount of appointments missed during the week, the average of costs within the 3 month period. Different methods of cancellation appointments are replying "Cancel" to the reminder appointment; using automated phone system, where patients call the surgery line and select option 1; also emailing the practice surgery email and by using Patient Online access. The practice will always remind the patients not to forget to cancel their appointments if they cannot attend, so that DNA rates can be reduced and appointments could be offered to other patients that may need them.

### **Flu Clinic**

Flu Clinics are now running at the surgery and eligible patients can walk in during surgery opening hours, there will also be Saturday Clinics designated for Flu Jabs where patients can be pre booked or walk in. These are on Saturday 14th and 21<sup>st</sup> October 2017 from 09.30 – 12.30. Flu Clinics are advertised around the surgery and on the practice website. Invitation letters have been sent to patients and also SMS messages will also be sent out.

## **NON – NHS Work fees**

It is important to understand that many GPs are not employed by the NHS.

They are self-employed and they have to cover their costs - staff, buildings, heating, lighting, etc - in the same way as any small business. The NHS covers these costs for NHS work, but for non-NHS work, the fees charged by GPs contribute towards their costs. The Government's contract with GPs covers medical services to NHS patients, including the provision of ongoing medical treatment. In recent years, however, more and more organisations have been involving doctors in a whole range of non-medical work. Sometimes the only reason that GPs are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to ensure that information provided to them is true and accurate.

For more information you can go to the following website:

<https://www.bma.org.uk/advice/employment/fees/why-gps-charge-fees>