

<p>the assessors. Managers, Dr Mackie and the lead nurse also met the assessors. There were some factual inaccuracies in the draft report and these have been fed back to HealthWatch Sheffield. Once the report is completed it will be circulated.</p>	
<p>Did Not Attend policy: currently under review. This policy states how the practice manages missed appointments. Generally when a patient misses a number of appointments within a rolling 12 month period they will be sent a letter advising them of the impact this has on accessing appointments and repeated missed appointments may result in their removal from the practice list.</p> <p>Where clinically appropriate, any patient over the age of 18 will be sent a first letter sent after 3 missed appointments. A second letter will be sent following a 4th missed appointment. A final letter will be sent for a 5th missed appointment informing the patient they will be removed from the practice list.</p> <p>Systems are in place to record children’s missed appointments, as this forms part of the Safeguarding Children protocol.</p> <p>A brief outline of the policy will be available on the Practice website.</p> <p>To note: Patients who have consented to text messages are sent to appointment reminders. However a question was raised whether a carer could receive text on behalf the patient, if the patient has a carer and has consented. Further clarification on this point and the technical aspect is required.</p> <p>Overall the group felt the changes to the policy were reasonable but have asked to look at the draft letters prior to the changes - Agreed.</p>	<p>PF/SU</p>
<p>Car parking proposal: PPG member Steve Joseph has proposed carrying out a survey to find out who uses the car park, with the aim of offering priority parking to those struggling with mobility.</p> <p>PPG felt in some respects this is already happening with the disabled bays being used appropriately.</p> <p>SU informed the group that the car park is currently used by the Dental Practice and the Pharmacy as well as surgery staff and patients. Pay and Display parking is available however this is difficult during the day. Previous attempts have been made to purchase the land of the side of the building to extend the car park but were rejected by the council.</p> <p>The main complaint is double parking. All staff carry a card in their car stating they are in the surgery and to contact reception if double parked. A notice on the car park entrance also asks patients/visitors to inform reception if double parked.</p> <p>The matter to be brought back to the next meeting to discuss with Steve.</p>	<p>Next PPG</p>

Suggestion: A sign at the end of the car park indicating it is for the use of patients or staff and also alternate parking available.	
<p>Meeting dates for 2016: dates agreed and are as follows:</p> <p>16 March Wed 19 May Thur 26 July Tue 21 September Wed 17 November Thu</p>	
AOB	
<i>Practice Newsletter:</i> agreed to trial a newsletter as website or leaflet containing information from the Patient Participation Group minutes as well as any recent updates such as new members of staff and relevant policy changes. In addition health promotion campaigns such as autism week 2-8 April to be included on the media screen.	PF
<i>Brief update:</i> SU gave a brief update of citywide review of systems and delivery of services in line with significant budget cuts. There is a lot of work around local initiatives such as 'Patient First' which is a complete triage service whereby the patient is assessed by a GP in the first instance therefore removing the option to pre-book appointments. The Practice currently operates a similar option with the Duty Doctor - feedback from the group was that they feel Duty Doctor scheme is very beneficial and reassuring to the patient.	
NEXT MEETING: 16th March 2016 at 6pm	