

## Belmont Hill Patient Participation Group Meeting 2015- 16

4th meeting of year. 3rd March 2016

### a. Welcome & Apologies

Apologies. Oscar Millar, Lesley Dean, Sophie Dean

Attendees - GH, KC, GC, PC, BL, CE, CS, ME

### b. New Chair

Chris Towers has moved to another part of the country for work and group will need a new Chairperson.

Discussed - no volunteers today, but one or two will consider the position

### c. Phone lines

Since the 0844 number has gone out of service, a number of patients are finding difficulty contacting the surgery during busy periods. Discussion about new phone system, with no queuing system

GC reports he hadn't been aware he was not in a queue when he phoned recently. CE feels the phones have much improved recently. CS mentions that an old phone number is still on electronic board. ME reports Sipgate system. Discussion about options of staying with Daisy telephone company, or moving to another company which would pay off Daisy, but new contract would be for 5 years. Group feels that it would be good but only if not expensive for our practice.

### d. Neighbourhood 2 Meeting on 15th March

Oscar Miller, PC and LB will attend. Oscar is Neighbourhood 2 PPG representative.

e. NHS England will be asking us to do the following, and practice would like to get your views on following

- Practices to make available at least 50% of all appointments available online by 1st April
- Practices to offer electronic consultations
- Practices to ensure that its pages on NHS Choices are updated regularly, and provide complete and accurate information regarding the practice at all times.

PC - feels the above is discriminatory

Some members felt it to be discriminatory to older and disabled and poorer patients. Will take this to the N2 PPG meeting

Next meeting May / June