

Note of a meeting of the Healthwatch Swindon [patient participation group forum](#) held at Sanford House on 10 September 2018

## Present and apologies

See list at end of notes

Action

### 1 Introductions and welcome

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Jo Osorio welcomed everyone including, in particular, those attending for the first time. A list of attendees/apologies had been circulated. He confirmed that the agenda was to focus on the action PPGs might be able to take with their practices to help reduce the number of patients not attending their appointments (referred to as DNA or did not attend).

### 2 The session was led by Ruth Atkins from NHS Swindon clinical commissioning group

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These were the ideas, suggestions and related comments from those attending:

- Surgery text patient the day before
- Ditto 7 days before
- Emails to patients
- Several PPG members referred to the significant number of DNAs recorded at their surgery
- At Eldene Surgery numbers not attending were recorded as marbles in a jar on the reception counter. Need smallish container to show large numbers of marbles.
- If you have to wait 6 weeks for appointment, people may go elsewhere or get better and don't cancel. Or can't get appointment and go elsewhere like GWH
- How many no shows have had a reminder?
- Lawn: PPG stood in surgery encouraging people to give mobile phone number for alerting but some people were not pleased to be asked for their personal info (even though this was for the practice not the PPG)
- Practices are challenged to keep info up to date. People move, change number etc.
- There was discussion about the "violent" patient/ special allocations scheme commissioned from two surgeries
- One group of individuals have had "no boundaries" but can be negotiated/engaged with. There's another cohort of people who want eg medication but won't engage with practice. They are amongst the DNAers
- Life sometimes gets in the way...chaotic lives
- Large A3 whiteboard smiley/sad face

- Some practices have adopted 3 strikes policy. Letter to DNA patient, invite in, letter asking them to register elsewhere
- Some dentists charge DNA patients
- Hospital letters says how much it's costing if people don't turn up (see Swindon Advertiser about GWH [here](#))
- Practices can do the same
- Practice could do press release and say how much it "costs" when people DNA end equate with eg cost of hip operations
- Need accurate breakdown of DNAers
- Press release might just anger people who can't get appointments
- Texts at Lawn Medical Centre were effective
- Where should PPG put its effort? Pick low hanging fruit - those who can be accessed quickly.
- People who DNA probably do so consistently (maybe DNA to other places too). 340 a month at Kingswood
- More mobile numbers that surgeries have, the more we can text.
- If people want to stay in practice, then they should provide contact information.
- Use MPs, get government to act.
- Put practice information on website
- Screen in waiting area. Do people look at them?
- Online appointments - patients have to provide accurate personal information
- Kingswood: all practices slightly different ways of getting up to date personal info.
- Phone system can show incoming call number. Practice staff double check against patient records
- Quantify eg 300 DNAs equate to one whole GP for a week. That is effective way to get message across
- GWH out patients double check contact details when you turn up for appointment but this doesn't happen when to sign in onscreen at GP for your appointment
- Some draconian ideas here. One PPG member sits in practice one day a month to talk to people. Lots of people don't have email/mobile
- Wanborough practice actually rings, particularly older patients
- There's opportunity with these three new groupings of practices to act together
- Ruth pointed out that CCG doesn't have the DNA information. It's not collected for them.
- Legally CCG not entitled to know.
- It's for individual practices to manage.
- GDPR (data protection) is a challenge.
- Text messaging has been funded by CCG.
- Can book online but not everyone has technology.
- Hope expressed that practices don't go the way of SBC which is doing more & more online.

- Read this [guide](#) aimed at Patient Participation Groups – about ‘What you need to know about GP online services’. It provides tips for PPG’s on how to engage their practice in registering more patients for online services.

### 3 Additional information

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Below are links to other places where PPG members can see what other places have done relating to DNAs at their GP practices:

<https://www.england.nhs.uk/wp-content/uploads/2016/03/releas-capcty-case-study-3-184.pdf>

<https://www.gponline.com/top-five-ways-gp-practices-aim-cut-appointments-lost-dnas/article/1352291>

<https://www.bestpracticeshow.co.uk/exhibitor-press-releases/the-dna-of-a-successful-practice>

<http://www.firstpracticemanagement.co.uk/blog/posts/improving-capacity-through-reducing-dnas/>

<http://ljwg.org.uk/wp-content/uploads/2013/04/A-Practical-Guide-to-Reducing-DNAs-in-General-Practice.pdf>

<https://improvement.nhs.uk/documents/2108/reducing-dna.pdf>

<http://www.scarthomedicalcentre.nhs.uk/website/B81030/files/DNA%20and%20Late%20Patients%20Policy%20v2%20Oct%202016.pdf>

<http://www.warriorsquaresurgery.co.uk/info.aspx?p=12>

<http://southlincolnshireccg.nhs.uk/your-health-services/patients-urged-not-to-dna>

<http://www.managementinpractice.com/editors-pick/reducing-missed-appointments>

### 4 Next and future forums.

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The next forum dates will be notified. The Forum steering group has met to discuss possible speakers and agenda items including inviting someone from IMH to explain how their group of practices is intended to operate in future; inviting someone from Public Health England to speak about PPG support to encourage the take-up of (childhood and other) immunisation; and a review again of how to strengthen PPGs. (Norma Thompson, Moya Pinson, Mike Bowen, Phil Baker, Alan Bunn and Judith Hawkins are now on the steering group. The first three named met on 17 September; others sent apologies).

Jo to send invites and reminders

## Attendees

Sue Cotton	Ashington House Surgery
Moya Pinson	Ashington House Surgery
Norma Thompson	Eldene Surgery
Carol Mulraney	Great Western Surgery
Patricia Giles	Hawthorn Medical Centre (WHP Wyvern Health P'ship)
Jason Ferris	Healthwatch Swindon staff
Jo Osorio	Healthwatch Swindon staff/Ashington House PPG
Judith Hawkins	Hermitage Surgery
Mike Bowen	Homeground/North Swindon Practice
Carol Brownlee	Kingswood Surgery (WHP Wyvern Health P'ship)
Sandy Jack	Kingswood Surgery (staff) (WHP Wyvern Health P'ship)
Laura Heath	Kingswood Surgery (staff) (WHP Wyvern Health P'ship)
Holly Barrand	Lawn Medical Centre (WHP Wyvern Health P'ship)
Monique Watkins	Lawn Medical Centre (WHP Wyvern Health P'ship)
Ruth Atkins	NHS Swindon Clinical Commissioning Group
Sue Carvell	NHS Swindon Clinical Commissioning Group
Jo Garton	Old Town Surgery (WHP Wyvern Health P'ship)
Rosemarie Phillips	Priory Road Medical Centre (WHP Wyvern Health P'ship)
Maureen Evans	Priory Road Medical Centre (WHP Wyvern Health P'ship)
Nazma Ramruttun	Victoria Cross Surgery
Viv Riley	Victoria Cross Surgery (staff)
Colin Hayes	Wanborough Surgery (Ramsbury)
Mark Hopkins	Wyvern Health Partnership (for pre-meeting with Partnership PPGS)

## Apologies

Steve Macmahon	Eldene Surgery
Srini Madhavan	Elm Tree Surgery (Shrivenham)
Lynn Waters	Great Western Surgery
Sandra Hope	Hawthorn Medical Centre (staff)
Paul Greensmith	Healthwatch Swindon volunteer
Alan Bunn	Merchiston Surgery
Chris Ockwell	Old Town Surgery
Hayley Slatter	Old Town Surgery (staff)
Susan Camburn	Phoenix Surgery, Toothill
Sylvia Kopijka	Priory Road Medical Centre
Ian Underwood	Priory Road Medical Centre
Stella Hopkins	Priory Road Medical Centre
Angela Smith	The Whalebridge Practice (staff)
Phil Baker	Westrop Surgery (Highworth)

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