

PPG Meeting Minutes

3rd November 2022



Attendees: JW, SH, PC, GB, LJ, AB, MH

Apologies: KS, PS

1. Ratify previous meeting's minutes/matters arising

Previous minutes - minutes ratified by the group and can now be uploaded to the website

2. Appointment system/clinical services

Phone Lines (AB) – the new phone system seems to be working better. There is a bigger queue when the phone lines open, but patients are waiting in the queue and being dealt with the first time they call. This means less repeated/abandoned calls from patients and therefore smaller queues later on. Feedback from patients is good and that they would rather have the information of their queue position so they can make an informed decision.

Online bookable appointments (AB/MH) – currently still GP appointments, smears and blood tests are bookable online. GB asked again whether pharmacist appointments for medication reviews would be added and mental health appointments. This is not possible at this time but we are constantly reviewing what appointment types could be booked online. All online booked appointments are checked in advance and we need staff in place to do this. We are currently considering opening HCA Diabetes appointments for online booking.

Care Coordinators (AB/MH) – care coordinators are in place to look after the needs of patients with Learning Disabilities, Mental Health, Dementia and Housebound patients. LJ suggested that we should send a communication to patients in these cohorts to advise that there is a Care Coordinator to look after their needs and ensure all necessary reviews are completed. We will consider this.

Flu/covid clinics (AB/MH) – we have completed 2680 covid vaccinations and 2630 flu vaccinations in our Saturday clinics in the last 5 weeks. These are running well and there are 2 more Saturday clinics left (5th & 19th Nov). The PPG wishes to once again thank KS for volunteering at every covid clinic.

3. Practice items

Staffing update (AB) – since the last PPG meeting we have employed 2 PCN Paramedics, an HR Administrator and another Practice Nurse for home visits and minor illness appointments. We are currently advertising for a Phlebotomist. Dr Parry will be retiring at the end of December and we have a new GP, Dr Claire Oliver, starting at the beginning of December.

Patient Survey results (AB/MH) – the PPG congratulates the practice on the recent patient survey results. All were above the local average apart from telephone access (which we have dealt with since the survey). 351 surveys were sent to patients with a 33% completion rate. Full results at <https://www.gp-patient.co.uk/>

4. PPG items

Newsletter helpful hints (JW) – JW shared her helpful hints for telephone consultations that was in a recent newsletter.

Letter to patients (JW) – JW is keen to issue a letter to patients to try and explain how GP Surgeries are changing and how patients can get the best out of us. This letter was reviewed by the group who all agreed that they would be happy to issue this on behalf of the PPG. It was noted that the letter is exactly the right tone – informative and not condescending. This will now

be circulated to the GP Partners to get their agreement on this. If agreed, we are likely to put it on the website and email to patients that have subscribed to receive newsletters.

Enhanced/Improved Access (MH) – this is a national change which means GP practices need to offer access before 07:30, after 18:30 and all day Saturday. We can work collectively in the locality (11 practices in ICE) to deliver this service. Fireclay offer services early morning, evening and Saturday mornings, so are already meeting these requirements and do not need to change anything. Old School Surgery will open on a Saturday afternoon.

Pharmacy paper (SH) – many thanks to SH, SL & JP (Well Pharmacy) for giving up their time to input on this. There are some actions to follow up from the pharmacy paper. AB to look into our process for requests marked as 'rejected' and whether clinicians can mark a script as 'urgent'. We discussed that there is a 48 hour turnaround within the practice when medication is requested, although LJ had an example where this was not the case. This may have been where it was waiting for a GP to sign it off. In the next patient newsletter, we will add this as a topic and perhaps include some statistics about the number of requests received per day etc.

Patient survey discussion paper (JW) – it was suggested at the last meeting that we could consider carrying out a patient survey in the waiting room. We discussed what sources of patient feedback are available:

- Annual patient survey (see previous item)
- FFT (Friends & Family Test) – completed by patients on paper in the surgery and information collated by SW (Ops Manager)
- Google Business reviews – 178 live reviews for St George with scores of 4.1 and score of 3.4 for Lodgeside
- NHS website reviews
- CQC inspections

The practice manager will always follow up any negative reviews personally if possible. After discussion it was decided that there was no need to carry out another survey as this is adequately covered.

PPG recruitment poster (SH) – the poster designed by SH was approved by the group and we will display in the waiting room at both sites.

5. AOB

Online GP appointments (PC) –some feedback re booking GP appointments online. He noted that there are more appointments available to book at Lodgeside Surgery than St George. This is due to the fact that the urgent care GPs are based at St George and so most routine appointments are offered by GPs based at Lodgeside Surgery. This led to a discussion as to whether the system is biased towards patients who are able to book online. Appointments are released at 8am for both online bookings and for reception to book over the phone so there is no advantage in this way. In addition to this, not all GP appointments are available to book online which allows a few more appointments for patients who may need to wait on the phone.

PPGs at other practices (JW/SH) – there is some interesting feedback from Healthwatch and other practices that PPGs are not welcomed everywhere. There are examples of practices refusing to run a PPG and PPGs having to raise their own money for subscriptions and equipment. We feel very lucky that there is an open relationship between Fireclay and the PPG which allows us to discuss and resolve issues in a positive way. This is much appreciated by both parties!

6. Next meeting date

- Thursday 9th February 2023 @ 16:00