



PATIENT PARTICIPATION GROUP MEETING MINUTES

Meeting Date: Monday 10th October 2022

Attendees:

Faith Woodcock
 Kirstie Hornsey
 JB
 KD (Vice Chair)
 BE
 HB
 RG
 JR
 ZS (Chair)
 YT
 KD
 DW

Apologies

Sue Scorer
 Sophie Ferrier
 LC
 JP
 WS

Meeting Minutes		
Item		Owner
1.	<p>Welcome and Introductions</p> <p>The meeting was opened by the Chair. Members reintroduced themselves as there were some new attendees and FW passed on apologies from members and staff unable to attend.</p>	
2.	<p>Actions from last meeting – all completed</p>	
3.	<p>PPG Members Agenda Items</p>	
3.1	<p><i>Telephone Appointment Reminders</i></p> <p>Query as to whether a text message could be sent 5 minutes before an telephone appointment to reduce the risk of missing a call. Discussed how this was not always practical; PPG member mentioned that sometimes the GP only tries to ring once and then does not ring again. This should not be happening, they should always attempt to ring twice and this is something we can check on our new phone system and patients should let us know if this is the case. A note can also be added to an appointment if patients are unavailable at certain times, for example due to work, and the GP will try and accommodate as much as possible.</p> <p>A wider discussion held regarding phone/face to face appointments and whether we would be removing phone appointments all together. This is something that in the right circumstances many patients find useful and request themselves so we will continue to offer his option. Patients should note however that if they request a face to face appointment this will be booked for them. The only time this is not possible is if all the routine appointments have gone for the day and an emergency appointment is added to the duty doctor's list (who will then ask the patient to come in if they need to see them), or if you have an appointment with Dr Worah on a Monday who does solely phone calls on that day. Please do ask if you want a face to face appointment and this will be accommodated.</p>	

3.2	<p>Ear Syringing</p> <p>Query from PPG member as to whether we are still offering ear syringing. Yes we offer approximately 6 appointment slots a week. However as this is not something that is in our contract to provide, at certain times of the year we reduce the availability of these slots so we can carry out other core work, for example now we are doing the flu and covid vaccinations. We do still offer a limited number and these will increase again once flu season has been completed (possibly November/December time).</p>	
3.3	<p>Appointment Cancellations</p> <p>Member asked if it would be possible if appointments are cancelled at short notice to re-appoint the appointments rather than sending texts for the patients to do this themselves. We explained the reason for this is that it is the quickest way to contact patients before they set off for their appointments/take time off work. In addition if we re-appointed them it may not be at a suitable time. Now the phone system has been upgraded it should be easier for patients to get through.</p> <p>Member mentioned how polite, pleasant and helpful the new reception team was and other members were also positive about the reception team. Practice said they would feed this back to the staff.</p>	
3.4	<p>Contacting PPG</p> <p>PPG member had overheard a patient in reception unhappy regarding their care. They asked if the patient knew how to contact the PPG and they stated they did not. Discussion on how the complaints procedure should still be first port of call so incidents can be investigated and then balance this with the PPG role which should be more general feedback from patients on how to improve services/suggestions for new ideas etc.</p> <p>Wider discussion on how we need to try and narrow down exactly what the PPG are hoping to achieve. One thing that was suggested was having representatives of the PPG in reception to speak with patients once a month which all were positive about. PPG can use the noticeboard in waiting room for any information they wish to share; for example if you want feedback on agenda items before meetings. PPG to look at designing their own content for the board and can send to practice to print, laminate and display.</p> <p>PPG is publicised on website, newsletter and on site. There is a link to contact the PPG on the website which goes through to Kirstie (we have had a couple of expressions of interest recently via this method). Unfortunately, an NHS email address cannot be accessed by non-employees but we could potentially set up a PPG email address on a third party site for members to correspond.</p>	
Action	<p>To provide practice with any display materials they want to add to PPG noticeboard</p> <p>To set up an email account for PPG</p>	Members Practice
3.5	<p>Messages for GPs</p> <p>Member mentioned that the GP had said they could ring and leave a message for the GP if he had any further issues or questions, however reception had told them this it was not possible. Seems there is some miscommunication, in a lot of circumstances the GP actually means to book another appointment to discuss further.</p>	

	<p>There may be times where they do mean to just leave message however this hasn't been recorded in the patients notes and we do not have a facility for this. Another member suggested using the contact us option on the website. You can send through non urgent medical or prescription queries via this method and the duty doctor will respond, usually by the next day.</p>	
Action	To speak with GPs and clarify how they want patient messages to be shared or if they mean to make another appointment	Practice
3.6	<p><i>Errors on website</i></p> <p>Member reported that part of the page on the website was not loading correctly and cutting off some text. This did not seem to be an error for other patients present so could be only specific to certain types of devices.</p>	
Action	To contact website provider and ask them to look into the issue	Practice
3.7	<p><i>Hosted Open Forum for Patients (at Surgery)</i></p> <p>This was discussed during point 3.4 as a way for the PPG meeting patients to introduce what they do, how they can help and to gain feedback.</p>	
3.8	<p><i>Delays in test results</i> - This agenda item was carried forward to the next meeting due to time constraints.</p>	
4.0	<p><i>Update from Practice</i></p> <p>Feedback was read from member who had given apologies. They were very complimentary regarding the new phone system and how much of an improvement he felt it was. All present were very happy with the new system, especially the "queue-buster" call back option. The only issue with this is it is only offered to patients once so it must be selected as soon as offered. The new system has helped to improve call handling performance as we can now see how many people are queuing at any one time and bring in additional staff to reduce the queue immediately. We have also been able to see that as many people are choosing the prescription option as the appointment option which has resulted in a voicemail being added to the line. We are exploring having a 24-hour message service for repeat prescriptions to accommodate people who work out of hours. This would need to be a separate number that we publicise.</p> <p>The patient survey has now closed and we had a 10% response rate which is much higher than in previous years. Member mentioned how easy the survey had been to complete when following the text link. We reached 95% of our patients via text. Survey results will be publicised and were shared with members present.</p>	
AOB	<p><i>Appointment length</i></p> <p>Member asked whether it was possible for patients with multiple issues/co-morbidities to book a longer appointment as it can be difficult to discuss all issues in a 10-minute appointment. It was explained that patients can request a double appointment and that this will be accommodated subject to availability.</p>	

However, if coming with multiple issues, the most important/urgent issues should be discussed at the beginning of the appointment, with a follow up appointment being booked to discuss any remaining issues.

Meeting was closed by Chair and thanks given to those who had attended.