

## **MINUTES FROM PATIENT REFERENCE GROUP 15.9.22 START TIME 6PM**

### **PATIENTS PRESENT**

AR

CA

MA

### **STAFF MEMBERS PRESENT**

Ben Goss, Practice Manager

Lisa Fawcett, Operations Manager

Sally Richmond, Reception manager

Seema Jagota, Patient Participation Liaison Officer

**INTRODUCTION:** Ben led the introductions and welcomed the members of the group. He then began by detailing the new services and staff members of the practice. This included a physiotherapist, podiatrist and mental health practitioners. Ben explained that patients can book directly to see these clinicians, as they would make a normal appointment. All patients agreed these were useful services. However, AR stated that he had visited the podiatrist who later sent him information via an email. Unfortunately, he does not have access to a computer. Ben explained that any patients who could not access the internet should be able to request information on paper from the clinicians. He said he would relay this to the clinicians.

Further practice updates included one of our Practice Nurse, Luciana Palka leaving. Ben stated we would be covering this by developing health care assistants to have more clinical skills and other clinicians would be able to take over some of the workload. This led to a discussion on resilience. Going forward, Ben said the Practice was putting an emphasis on developing existing staff members to take on more roles including phlebotomy training. This would hopefully not only increase the number of clinicians but also cover staff absences due to sickness etc.

Members were asked regarding their opinions on the recent newsletter. They all stated that it should be available for all patients to read in the waiting room. CA suggested a yellow background for the paper so it would be easier to read and for it to be displayed in a large picture frame that would allow it to be cleaned for health and safety reasons

CA queried if the number of DNA's had improved. Unfortunately, this is a national problem. Many appointments are being wasted by patients not attending appointments. To address this, the practice has asked a member of the reception team to ring patients to confirm appointments prior to the date. Obviously due to the number of appointments, it would be impossible to ring them all. The appointments which had the highest rate of non-attendance would be a priority. This includes Cervical Screening, childhood immunisations and certain blood tests.

AD queried if the number of face-to-face appointments at Southowram would be increasing. This has been addressed by the practice by allocating clinicians at all sites. We are a training practice and now have 14 new trainee doctors who are all supervised. This has vastly increased the number of appointments available and in fact we offer significantly more appointments than the national

average and national guidelines. Ben assured the members that the practice was constantly evolving and being analysed as to how we could improve the service.

CA asked what the current situation was with the “Incredible Edibles” scheme. This is an initiative where community members and patients are encouraged to come to the surgery garden to plant and grow produce to increase sustainability and also to come together as a community. This is unfortunately on hold at the moment as the main organiser has been unavailable over the summer. Ben said we had supplied compost etc to the scheme and will hopefully recommence next Spring. This led to a further discussion on community groups. CA suggested a walking group. Ben said this is a good idea and we will engage in talks with various community groups to provide such services.

Sally and Lisa then informed the group regarding the influenza vaccines. The clinics have now been set up on to start on September 24<sup>th</sup>. Patients who have been invited are encouraged to book appointments. The covid booster injections can also be given at the same time.

As the meeting came to a close, CA asked if the minutes of the meeting could be uploaded to the website. Ben assured members we would do this.

The date of the next meeting is set for Wednesday 7<sup>th</sup> December 2022. This will be a virtual meeting due to it being Winter, many members would prefer not to have to come to the Practice.

**Meeting closed at 7.45pm**