

Patient Participation Group Meeting

Tuesday 18 July 2023 – Grange Group Practice

Attendees: Davinder Singh (Practice Manger), Vedika(Patient Service Administrator) , Zunera (Minutes) , Martin (Chair), Noelle , Cath , Wyn , Pat Bell , Adrian Abel , Raymond Newsome , Clive Edwards .

Apologies: Stephen Walker, Cllr Amanda Pinnock, Naeem

Welcome and introductions.

Martin very kindly introduced and familiarizes the functionality of the PPG group to the new members of the group.

Mr Clive Edwards and Raymond introduced themselves to the group.

Actions from previous minutes (23 May 2023)

- Data comparison for Feb/April – corrected figures shared with the PPG group.
- Noelle and Martin enquired about when the comfort calls were made. This begins at the Start of October and carries on till end of February.
- Discussed PATCHS that is not available on the weekend.
- Blood test results protocol discussed.
- Noelle and Martin were concerned about the DNA appointments for the practice.
- Dav explained about the CPCS referral and importance of being seen by the same day clinical pharmacist for minor ailments.
- Dav questioned the usage of PATCHS by the PPG members, and how was the experience. Some of the members tried it and some did not.
- Surveys and feedback report discussed.
- Regarding Reception there were some observations which were suggested by Martin and Noelle. It should be clearly mentioned about the second person duties and as a lot of confusion is caused due to this for the patients. Second Person is the most senior person and available to help if the first person struggles.
- Dav emphasized on the 5 Star service, Hopefully Grange is progressing to be one soon and explained the importance of the second person as what is the role of the second person. He or she handles the queues and complex queries of patients and do other admin work which is required at reception like scripts, tasks etc .

Action: - To add the percentage of DNA Appointments in the monthly figures.

Action: - To have data for SMEAR Clinics for 3 months.

Action – To Increase members for PPG Group

Reviews and feedback: -

Dav Emphasized on the importance of NHS and google reviews as it's a very good tool to listen and get back to patients if they leave a 1 star or negative review and a great boost and encouragement for the entire team at the Grange if it's a 5* review.

Martin, Adrian and Noelle specified on the surveys and feedback data submitted with the agenda that patient responds in a better way if the phone's stats are good.

Dav suggested about the National GP patient survey Company called IPSOS MORI where they are very helpful in providing very good in dept surveys related to GP practices.

Noelle suggested if we can increase the online Survey numbers if it's possible to get a good response.

Update on Keldergate Branch:-

Martin gave a summary and history of the Keldergate branch to the new members of the PPG group and why it not accessible.

Dav explained in detail about the initial talks of the new premises and why the decision was made to shut it down as it was not a safe place to run the service anymore.

There were some talks going on for a potential new site which is more accessible in terms of Bus routes and health and safety. But a few weeks ago, Dr Kumar had a discussion with the Commissioners from ICB and have come up with a plan to re-open the Keldergate Branch. So, a lot of work is in progress to make it up and running as soon as possible.

It was agreed that In every meeting, we will update about the progress.

Staffing and recruitment

As Grange is now a Training GP practice, so every 6 months a new GP trainee joins the practice which Dav explained that the trainee GPs are qualified Drs and they are undergoing training to be a GP , and at the Grange Dr Solomon is supervising them . Every day they are debriefed by Dr Solomon or other Salaried GP.

AOB

Dav explained about the visit from DWP which is every month where patient who are requesting sick notes on a regular basis. They help in discussion various options to help them.

Genes for Health Research: - It was a research project for Asian (Bangladeshi and Pakistani) Origin patients who have very strong history of Diabetes and cholesterol problems .

Martin suggested if we can have the next meeting as a f2f meeting at the Grange.

Date of next meeting:-

Tuesday 19 September

Location:- Grange Group Practice (if everyone agrees)