

GRANGE PPG MEETING

21 March 2023 (17:00 – 18:00)

Minutes

Attendees : Dav (Practice Manger) , Dr Kumar , Vedika(Patient Service Administrator) , Zunera (Minutes) , Martin (Chair) , Councillor Pinnock, Noelle , Cath , Naeem , Wyn , Adrian.

Apologies: Stephen Walker , Raymond Newsome

5.05-5.10pm Welcome and introductions

5.10-5.15pm Actions from previous minutes (24 January 2023)

Action: - to pass feedback to the reception team leader regarding the confidentiality while being on the reception desk – **Update : Done**

Action :- Positive feedback on to the rest of the admin team - **Update – Done**

Action look into Microsoft 365 forms or google forms – **Update – FFT created on google forms and will be live by end of this month .**

Action :- To contact Cath for further info re Welcome Centre - **Update – Co-ordinated with Welcome centre and they are all booked in to do the presentation on the 18 April at the Grange.**

Action: practice to create separate article and possibly noticeboard display to promote Chestnut centre? promote via bulk SMS . **Update : Article for Chestnut Centre is live on the website under the news section – will be creating an Accurx link to send bulk text messages which will include all the information and what all is offered by the Centre .**

Action- Cllr Pinnock to bring in cost of living info booklets – **Update : Booklets are being dropped off and our Comms teams will be creating a banner for the website and reception desk for patients information .**

All have read the actions, and all agreed to the above.

5.15-5. 25 pm Appointments, access, capacity and monthly figures .

- Phones access update and monthly figures

Discussed: PPG would like to some figures on the data of Calls taken and dropped. Waiting times have been improved massively and all applauded for this.

Appointments:

Discussed Blood Test result appointments, Martin and Nolle wanted to know the protocol for result appointments.

Dav added that the appointment system is all under review as the contracts for 2023-24 is focusing on access to the practice.

Action: PPG members would like to know what the average wait time would be to get a routine appointment and an urgent appointment.

Action :- Gather more information on missed calls for the past 3 months , this will be updated by the comms team .

Action :- Get an Update on referrals made to Social prescriber and Comfort calls in a month. Data to be uploaded on website by comms team .

Pharmacy Update:

Dav discussed how our Prescription turnaround time is 48 hrs , and since the past 3 weeks we are hitting our targets in completing the prescription request in the giving time frame .

We have opened up same day pharmacist appointments for med reviews , urgent prescription requests , etc.

5:25- 5:35 pm - Survey and Feedback

- Telephone surveyys
- PATCHS feedback.

Cath wanted more information regarding patches as some of them are finding it difficult to access or to register for this. They also discussed about the access to patches, would this be available 24/7 and if yes then how would we respond to queries sent on weekends. They want a plan to be in place about informing patients of turnaround timeframe for request put in on weekends.

Action : Zunera to send feedback/surveys results received regarding phones access / patchs to PPG members .

Action: Zunera to send more information out on PATCHS.

Action : Comms team to rephrase the website information for Patches introduction.

Naeem asked if PATCHS was a replacement for e-consults, he asked if we need to register for patches as we did not have to do it for e-consults.

5:35 – 5:40 – Staffing and recruitment

- Information on Clinical and Nonclinical recruitments at the Grange since the last PPG meeting.

Dav announced 2 new female GP 's starting from this month so there will be more capacity in future and better care .

Action :- Zunera to convey thank you to the locum GP (Dr Kirti Chaudhari) for being so brilliant and caring .

Adrian wanted to know about the working of a trainee GP , 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.

5.40-5.50pm - Preventative Care and Cost of Living Update

- Article on Grange Website- is there anything else we can add to the website apart from the information which is already exist.

Action :- As suggested by Amanda Cll Pinnock – more information should be shared on Facebook/Twitter regarding cost of living update and the upcoming welcome Centre visit .

Action :- Zunera will contact Emma at the welcome Centre to get more information on marketing on website / and social media platforms .

Action :- Comms team to re-write the article on Chestnut Centre .

5:50 – 6:00 pm – AOB

Smear Figures

Dav explained that we have added more smear clinics in the past few months to promote Smears and we are getting a positive response in getting the Asian population to come and attend smear clinic which was quite rare in the past few years .

Action :- Comms team to promote Smear clinics on Social media .

Comfort calls -

Dr Kumar mentioned regarding the comfort calls that our care coordinator is making a constant effort in calling over 75 , and it is still a slow process but we are working on it .

For Winter months , Our care coordinator will be calling people to connect to the services available for them .

Dr Kumar also informed about the Premises for Keldergate Branch which is almost finalized, he mentioned about the amenities it will have which includes good building structure , parking , etc , its under review and will be ready in 6 months .

Date of next meeting :-

Tuesday 23 May – 5pm