

# GRANGE PPG MEETING

24<sup>th</sup> January 2022 (17:00 – 18:00)

## Minutes

**Attendees:** Dav, Dr Kumar, Vedikka, Hannah (minutes), Zunera (taking over PPG admin duties), Martin (chair), Cllr Pinnock, Cath, Pat

**Apologies:** Noelle, Naeem

### 5.05-5.10pm Welcome and introductions

### 5.10-5.15pm Actions from previous minutes (20<sup>th</sup> September 2022)

**Action:** Grange staff will have a think to come back to PPG re what audio may work best in the waiting room- may contact PPG members in the meantime for their opinion on what they feel would work as patients

Dav and Dr Kumar advised that the volume on the BBC News channel has been turned up in reception to offer more background noise.

**Action:** Hannah to communicate feedback re reception, phone, confidentiality experiences with reception team leader. Ensure positive feedback is passed on and issues with hearing info in background, confidentiality in reception are actioned.- **Done**

**Action:** Hannah to contact Cath for further info re Welcome Centre- **Done**

In the last 12 months we've supported 639 households, comprising 1,269 people that fall into the Grange's area - good place to start might be the social prescriber and set up a phone/ referral service.

Martin and Dr Kumar would welcome the connection and Dr Kumar would welcome them coming in to a practice clinical meeting.

**Action:** Cath to send over contact and practice to link in with the Welcome Centre, Zunera to link up with Welcome Centre and arrange for them to come in to the practice

Cllr Pinnock- Welcome centre are also helpful in supporting with housing issues such as damp and mould

### 5.15-5.35pm Appointments, access, capacity and monthly figures, surveys

- **Phones access update and monthly figures**

Call performance is still doing very well- down to under a minute wait most of the time from 14 minute wait historically. Other figures for December are also good, especially considering Christmas period, bank holidays.

Cath and Martin- wanted to say that the tone has improved just as much as speed- greatly appreciated and nothing is too much trouble, receptionists are friendly, feel there have been great improvements.

Adrian- got through today in under a minute and had great service

**Action-** to pass positive feedback on to the rest of the admin team

- Possibility of digitizing Friends and Family Test survey when PPG members come in to do surveys

Dr Kumar- will make life much easier- tick boxes and minimizing free text is beneficial

Action- look into Microsoft 365 forms or google forms

### 5.35-5.50pm Preventative Care and Cost of Living Update

- Article on Grange Website- is there anything else we can add to this

Cllr Pinnock- would be helpful to add the exact location, times and other services offered- baby boutique- bread and butter thing, free wifi, library, events

**Action-** practice to create separate article and possibly noticeboard display to promote Chestnut centre? promote via bulk SMS

**Action-** Cllr Pinnock to bring in cost of living info booklets

### 5:50-6.00pm AOB

- In high level talks with 2 new GPs (one of which female)
- Looking for another GP
- Becoming a training practice
- Dav shared 12 month plan and targets-
  - Reduce time to clinically triage eConsult and eLite to one working day or same day
  - Ensure all URGENT appts give same day/ next day appts
  - Ensure all routine appts seen/ spoken to within 3 working days (this is especially challenging but we have already made some progress on this)
  - All pathology results seen and dealt with within 1 working day
  - Achieve 95% of calls answered first time with average call wait of less than 3 minutes
  - Start doing extra contractual activity to seek Outstanding CQC inspection result and make a difference within the community

Dr Kumar- main priority is patient safety, these targets were discussed and shared with the full team. We want to do more to be able to support the local community- we're in a position to make a real difference to our local community. Other GP practices may not feel this is possible with current demands on Primary Care service, but we will try our best to meet these targets.

Martin- Online records- was seen at extended access clinics and not all info was visible

on patient record, A&E records are not seen in patient online records. Thinks clinicians need this info and patients also should be able to see the full picture.

Dr Kumar- hospital not as advanced with digital records- we typically get letters which are added to patient records. This is a national problem. Access to patient records is a must, but there is an issue – third party records are redacted and must be reviewed (takes 30 mins to 1 hour per record) before these can be shown on the patient records