

GRANGE PPG MEETING

30 May- 2023 (17:00 pm – 18:00 pm)

Minutes

Attendees: - Noelle (Chair), Pat Bell , Wynn Barron , Amanda Cllr Pinnock , Naeem , Dav (Practice Manager) , Jane Grieve (ANP) , Zunera

Apologies: - Martin, Raymond Newsome, Dr Kumar, Vedika , Cath Bottomley

5:05 – 5:10 pm – Welcome & Introductions

5:10 pm - - 5:15 pm – Actions from previous minutes.

All Agreed and happy with the actions updates from the last meeting.

Action:- Data to be recorded for missed call for a couple of months and data be presented to the PPG member in the upcoming meetings .

Action:- Data to be compared for calls taken by the reception team in April and in terms of February . Compare data from Feb to April and access the reason for the drop in figures.

Action :- Data to be presented for Comfort calls and Referrals made to Social prescriber on a monthly basis .

Smear clinics: - Update

Noelle questioned Dav about the Smears clinic and what impact it is having on the uptake from the Asian families.

Noelle suggested that we need to keep an eye for 6 months on the smear clinic and present the data so it can be compared.

Action:- Data to be compared about the smear clinic uptake in the practice (need to review and present data in 6 months' time)

Appointment System –

Dav spoke about the appointment system in general and emphasized that Dr Kumar has a vision of offering routine appointment within 3 days at the Grange.

He was pleased to inform that in April was the first time when we hit our targets of answering 95% of calls.

Noelle wanted to know about the Appointment system as from the last PPG meeting it was under review as per Dav and with a lot of communications going around on National television regarding the appointment system and the pressure which all GP practices are under at the moment.

Dav explained with the introduction of PATCHS which was in beginning of April. and as Econsults phased out which didn't give patient the flexibility and the interactive measure which PATCHS has. It was generalized feedback given about Econsults after using it for 2 years which was not good .

PATCHS is really good and interactive, and patients can reply back directly with the clinicians, where they can request bloods, other investigative procedures required to make the diagnosis if need be. Our ANP team is leading on PATCHS at the moment, and we have increased our ability to see the patient much quicker with this new service.

Jane Grieve shared that - with PATCHS , we respond to patient within 24 hrs of the patient putting on the request in , the clinician will usually respond the same day and if any urgent cases they will bring the patient down on the same day itself . With this new service, we have the flexibility to offer quicker appointments.

Dav and Jane G talked about the use of community pharmacy for minor ailments scheme and addressed that we are signposting a lot of patients who can be seen the same day at community pharmacies in our area. Patients are not always confident to go the pharmacies but can be encouraged and educated about it .

PPG members was happy with the feedback report shared on PATCHS but was concerned about the weekend availability on PATCHS.

Action – Need to put the message out on PATCHS if patient sending the request on Sat/Sun, they should get an automatic reply to consult 111 or other emergency services if need be.

Action: - To give more clear information regarding the process of booking Blood test results procedures.

Action:- Send a Flow -chart to book and use the online services .

Blood test results – It was reiterated by Naeem and Noelle the importance of how we share Blood test results. How patient should be informed about the results?

Dav and Jane explained that at the Grange, clinicians file at least 200-300 Blood per day and patient is contacted via message if the blood results are abnormal. But if the patient results are normal no message is sent to patients, but as a protocol at the blood test and at the clinician appointment when they request the blood test, it is being informed to the patient that they need to get in touch with us if not contacted within 2-3 days after the blood test.

Action: To let the clinicians/Nurses know to inform the patients when taking the blood about how they would be informed about the results

We have opened up Phlebotomy appointments for neighbouring practices taking in to the consideration that Hospital blood test appointment is taking a wait of 6 weeks or more, So to offer a next day appointment at the Grange for the blood test is a big bonus for us .

Update on Keldergate Branch :

Dav informed about the progress and the talks that are on with ICB (group that looks after the health care for this area) for Keldergate . They have agreed that the building is not fit for purpose.

The building has been temporary closed for several years. Patient engagement had taken place and we had 1700 responses. It was clear

there is a need for a branch site to look after patients who live in/close to Keldregate.

Dr Kumar and Dav have been exploring other sites and have finally found a site which is local to Keldregate. We have shared details of the site with ICB and are suggesting the site would be ideal for a new development as a fit for purpose alternative to Keldregate.

The next steps in the process are for the practice to further engage with patients about what it would mean to patients if the Keldregate site was to be permanently closed, and what it would mean to patients if there was an alternative site. Dav explained the difficulties in moving this forward – that we would have to purchase a building at risk (with no guarantee that we would be approved to have the branch site move). We also discussed there are no / minimal bus routes up and down Bradley Road – so we would need to consider how patients would get to a new site there.

The patient group were overwhelmingly in support of the Grange being approved to open a branch site and agreed Keldregate was no fit for purpose. Cllr Amanda Pinnock suggested there is potential to develop public transport routes up and down Bradley Road – and discussions could progress with local councillors.

Action : Send out regular emails about news of Keldergate to PPG members

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Survery /feedback

Noelle was concerned about the number of responses which were received by sending the surveys, and wanted to know how these surveys were shared .

Dav responded and said that the link is shared via sms to the patients, and we are getting good responses and the first-time patients have acknowledged that our phones lines are much better than before. This will even help us in CQC visit and performance data with other surgeries.

Dav shared that PCN recently informed us that Grange is the largest practice in Huddersfield using PATCHS and with good feedback

Action :- Let Dav know to contact Amanda Cllr Pinnock before he sends out the next feedback survey so she can help in increasing the number of responses .

Staff and Recruitment

Dav shared that 3 New GP 's has joined our practice since our last PPG meeting out of which 2 are Female GP 's which is appreciated by our patients.

AOB :

Action :- To increase numbers in the existing Patient Group.

Next Meeting 's Agenda will focus more on Keldergate Branch and Appointments access.