**The Grange Medical Practice**

**Patient Participation Group (PPG) Meeting Minutes**

**Date:** 21 May 2024  
**Time:** 5:00 PM – 6:00 PM  
**Location:** The Grange Medical Practice

**Attendees Patients:**

* Noel (Chair)
* Councillor Amanda Pinnock
* Phil Gibbins
* Pat Bell
* Naeem
* Cath Bottomly
* Ishwar Sharma
* Rebecca

**Grange Attendees:**

* Dav
* Dr Raj Kumar
* Zunera
* Vedika

**Apologies:**

* Adrian Abel
* Martin
* David Shuttleworth
* Jenifer Salisbury

**Agenda Items Discussed:**

**Welcome and Introductions**

* + Introduction of new and existing members.

**Corrections to Previous Minutes**

* + Amendments noted and corrected.

**Review Actions from Previous Minutes**

* + Medication waste, vaccination reminders, and updates from the recall team were discussed.

**Future Agenda Items**

* + Suggested inclusion of medication management.

**Pharmacy Process**

* + To be discussed later in the meeting, updates will be followed by the pharmacy team.

**Appointments Access and Capacity**

* + Review of phone access and monthly figures.
  + Discussion on appointment issues and patient experiences.
  + **Action:** Review and adjust text message notifications for missed appointments.

**Extended Access (Saturday and Sunday Clinics)**

* + Discussion on extended access for acute medical presentations and COVID vaccines.
  + Current provision is PCN-based, with considerations for regular Saturday openings independently.

**Appointment System and Digital Technology**

* + Aiming to reduce average waiting time to three days.
  + Use of digital technology for patient requests and asynchronous communication discussed.

**Self Check-In System**

* + Need to update the call screen and self-check-in process.
  + **Action**: Temporary notice to be placed under the screen to guide patients.

**Weekend Appointments**

* + Review of weekend appointment popularity and current usage.

**Patient Experience and Feedback**

* + New member surveys suggested to gather patient feedback.
  + **Action:** Conduct patient surveys to improve service.

**Spring Boosters and Vaccination Clinics**

* + Issues with appointment scheduling and patient management at vaccination clinics discussed.
  + **Action:** Review and improve vaccination clinic procedures.

**Data Trends and Medication Issues**

* + Review of surgery performance, phone consultations, and medication issues.
  + **Action:** Follow-up on medication patches and do-not-attend rates.

**Dedicated Care Coordinator at The Grange**

The agenda item on the dedicated care coordinator at The Grange highlights the importance of efficient and compassionate care coordination, especially for end-of-life care. By addressing the issues raised and implementing the suggested improvements, the practice can better support patients and their families during critical times.

**Next Steps**

* **Schedule the extended meeting and invite care coordinators to participate.**
* **Prepare a detailed report on the performance of care coordination services.**
* **Develop and communicate new protocols for urgent care needs during bank holidays.**
* **Collect feedback from patients and carers to continually improve the service.**

This approach will ensure that the dedicated care coordinator service at The Grange meets the needs of its patients, providing timely and compassionate care when it is most needed.

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**Medication Ordering and Repeat Prescribing**

**Current Process:**

* A clear and safe process exists for medication ordering and repeat prescribing.
* Patients should not receive medications that have been stopped.

**Overprescribing Issues:**

* Historically, there has been an issue of overprescribing at The Grange.
* Patients are sometimes on polypharmacy, taking multiple medications unnecessarily.

**New Measures taken at the Grange:**

* Appointment of a senior GP as the prescribing lead.
* Monthly meetings to address issues related to medication prescribing.

**Patient Education:**

* Need for ongoing communication with patients regarding medication ordering and usage.
* The NHS app is promoted for ordering medications electronically.

**Community Chemist Relations:**

* Community chemists should not issue medications without proper prescriptions.
* The practice has a relationship with community chemists to address these issues.

**Building and Estates Update**

* Awaiting the end of the financial year to start a campaign for reopening the site in Keldergate.
* Plans to engage with local councillors and possibly the local MP.
* The Integrated Care Board (ICB) is facing financial challenges, making new building projects unlikely this year.
* Immediate goal is to reopen the existing branch site for administrative purposes only.
* Current building lease has ended, working on renewing the lease with NHS England and the ICB.
* Plans include making structural changes to improve patient and staff facilities, pending approval.
* Any building changes could result in rent increases due to the landlord's policies.

**Suggestions by PPG members**

* Requested improvements to the car park for better access.

Dr Kumar agreed to include car park improvements in the plan.

**Additional Updates and Requests**

* Noted the need for more time in meetings to cover all agenda items thoroughly.
* Suggested extending meetings by 15-30 minutes, with flexibility for those who need to leave early.

**General Agreement:**

* All attendees agreed to the proposed extension of meeting times.

**Any Other Business**

* PPG members raised a concern about the process for phone calls from the surgery.
* Noted an issue where a patient missed a call and subsequent appointment because the second call came too quickly after the first.
* Dr Kumar Clarified the process: call, call back, send a message, then call again.
* Suggested issues like this be directed to the team leader for follow-up.

**Conclusion**

**Next Meeting:**

* Date: 23rd July at 5 pm
* Location: - Grange Group Practice + Remote (Teams )
* Format: Continue with a hybrid format (in-person and Teams) as it allows for better engagement.

**Actions to be Followed Up:**

* **Activity Sheet Adjustment** – Size to be Adjusted as A4 paper.
* **Text Message Notifications:** Adjust the tone and content for missed appointment notifications.
* **Patient Surveys:** Conduct to gather feedback on appointment systems and service delivery.
* **Vaccination Clinic Procedures:** Review and streamline to prevent long waiting times and improve patient flow.
* **Thanks, Adrian**, for his continued support with Data and trends
* **Care coordination team** – Report
* **Pharmacy team** – Updates