# The Grange Medical Practice

## Patient Participation Group (PPG) Meeting Minutes

**Date:** 23 July 2024

**Time**: 5:00 PM – 6:00 PM

**Location**: The Grange Medical Practice

**Attendees Patients**

- Martin (Chair)

- Noel

- Phil Gibbins

- Pat Bell

- Naeem

- Jennifer Salisbury

- Raymond Newsome

- Amanda Hawrowft

- Adrian Abel

**Grange** **Attendees**:

- Dav (Practice Manager)

- Zunera (Admin - Meeting Minutes)

- Shoaib Ali (Head Pharmacist)

**Apologies**:

- Catherine Bottomly

- Amanda Cllr Pinnock

- Rebecca Crawley

- Ishawar Sharma

**Apologies from Grange**:

- Vedika

- Dr. Kumar

**Welcome and Introductions**

- All attendees introduced themselves, including new members.

**Review of Previous Minutes (May 2024)**

Text Message Template: Discussed updating the appointment reminder text message to emphasize the importance of keeping appointments. Nicola will follow up.

Medication and Patches DNA: Data to be presented at the next meeting.

Covid Data: Deferred to the Winter session.

**Actions Compilation**: Naeem proposed compiling actions from the last 10 meetings to track progress.

**Appointments, Access, Capacity, and Monthly Figures**

**Appointment Trends**:

Adrian compiled the trends. Discrepancies between printed and digital graphs were identified.

**Call Handling Data**:

Issue: Calls marked as “answered” may not reflect fully handled calls.

**Action**: Check the data accuracy and ensure calls are logged as "answered," "handled," or "missed."

**Call Waiting Time:**

Observation: Some calls took up to 20 minutes to answer, well beyond the expected 3 minutes.

**Action**: Investigate and address the cause of delays and reduce waiting times.

**Callback System**:

Feedback: The system is effective but needs ongoing monitoring.

**Action**: Include callback statistics in regular reports.

**Daily Call Statistics**:

Current Performance: 79% of calls were answered on the first attempt, with an average wait time of 4.5 minutes.

**Action**: Continue monitoring and improving first-time answer rates.

**Call Center Management:**

**Proposal**: Install a call centre screen to display real-time statistics.

**Action**: Procure equipment and set up the screen for immediate queue management.

**Extended Access**:

Update: Saturday opening hours are being piloted.

**Action**: Evaluate the pilot’s success and consider expanding Saturday access.

**Appointment and Access Capacity**

Figures Analysis: Discrepancies in printed vs. digital graphs identified.

**Action**: Verify settings for accurate graph printouts.

**Consultation Types**

Face-to-Face Consultations: Incorrect graph data was noted which will be rectified for next meeting.

Telephone Consultations: Fluctuations due to holidays and staff illness were observed.

**Shingles Vaccination**

Discussed eligibility criteria.

**Action** : Check with the nursing team (Pam) regarding patient eligibility.

**Medication Management** – Mr Ali ( Head Pharmacist )was welcomed by the chair and other members present .

**Key Concerns discussed :**

  - Delays in medication approval and dispensing.

  - Miscommunication between reception, pharmacy, and patients.

  - Inaccuracies in prescription status and medication amounts.

**Pharmacy Challenges**: Miscommunications about prescriptions being issued or received.

**Action**: Improve internal communication and coordination between the practice and pharmacy.

**Locum and Staffing Issues**

Challenges: Locum GPs not following standard procedures, causing delays.

Dav assured members that recruitment efforts for more permanent GPs and ANPs are ongoing.

**Practice Growth strategy**

- Concerns raised about managing current patients while advertising for new patients from across England.

**Buildings and Estates**

Keldregate Branch Update: Discussions with ICB commissioners are ongoing. Plans for a new building are delayed until after the elections.

**Any Other Business (AOB)**

General discussion on improving GP access and appointment systems.