

Meeting Agenda

High Field Surgery (HFS) Patients Participation Group (PPG)

Location:	Microsoft Teams online
Date:	30 January 2024
Time:	11:00
Attendees: (Patients)	Graham Burns (Chair) (GB)
	Barry Anderson (BA)
	Leanne Winfield (LW)
	Liz Rezvani (LRz)
	Paul Kaufman (PK)
	Stephanie Kaufman (SK)
	Michael Strother (MS)
Attendees: (Surgery)	Mike Holmes (Practice Manager) (MH)
	Dr Helen Poulter (HP)
	Kayleigh Burton (Practice Secretary) (KB)
Apologies:	

Agenda	Lead	Time
Welcome and review previous minutes	GB	10 minutes
Surgery update	MH	15 minutes
Appointments availability, 'urgent' appointments misconception, viability of a waiting list 'call back' process	GB	10 minutes
Missed appointments – opportunities to reduce no-shows	GB	10 minutes
High Field Surgery News – review items for Spring edition	GB	10 minutes
Any other business	All	5 minutes
Close at 12:00		

GB welcomed MS and opened the meeting.

Minutes from previous meeting – accepted.

Surgery Update

- Dr Dawn Smith new GP has settled in after replacing Dr Bobet-Reyes
- Winter pressure season currently lots of viral illnesses going around busier in the surgery
- NHS App has had new functionality which enables patients to see their prescriptions and barcodes for prescriptions within the app. This allows the patient to show the barcode in the app to an alternative chemist should the item not be in stock

LRz – Asked whether paper prescriptions are still used by the surgery. MH explained that we do not use paper prescriptions unless absolutely required. Pharmacists do however sometimes ask for a token which is essentially a barcode.

HP – explained that the app will replace the physical paper token

LW – Asked if the paper token will still continue for those patients who do not have the app or a smart phone. MH and HP clarified that this will not be replaced but will likely be gradually phased out over many years

Appointments availability

- Appointment availability had been raised within the subgroup and wondered if there is any potential to offer a call back service for patients who require a same day appointment when not available. MH explained call backs would not be viable for the following reasons:
 - MH – GP is not an emergency service. The surgery has a fixed number of appointments each day. The surgery has a system to release appointments to allow patients to book appointments. This worked well up until April as the NHS has now changed the contract and 85% of patients have to be given an appointment within 2 weeks resulting in appointments being held back to be released within the 2 week time frame meaning much less is available to be booked longer in the future. We have a small amount of appointments that are released on the day for acutely unwell patients and for children under the age of 5.
 - For callbacks to work patients would have to be put on a waiting list and when no availability it is dangerous as we as a surgery do not know when we would be able to call them back.

Missed appointments

- Any way to reduce patients who fail to attend appointments?
- The surgery has a stringent protocol for missed appointments. Anyone can miss an appointment however we look for patterns. If a patient misses 3 appointments a “Tier 1” letter is sent to the patient asking them to stop missing appointments. If the patient, then misses 2 further appointments we write again with a “Tier 2” letter which is a final warning. If a patient misses any more appointments the patient is discussed within a clinical meeting to see if any reason not to deduct. If proceeding to deduction “Tier 3” letter is sent and the patient is given 5 days to contact the surgery to explain why missing appointments. If no contact we deduct.

LW – Asked if we ask the patient if there is a reason as to why not attending appointments

MH – Yes we do and generally patients who respond to the first letter then this resolves the issue however persistent offenders do not respond

- We have social medial and ads on tv

High Field Surgery News

- Third edition to be put together and get published around April. Any ideas?

GB suggested a bullet point NHS app user guide. HP agreed it will be good to promote this.

MH – Online consultation system is used by many patients – currently using PATCH’s but hoping to change providers. The new provider we are hoping to use is integrated into our clinical system so a user guide for this would also be beneficial.

GB – Any service level monitoring – MH all providers on the provider list must meet stringent rules etc.

BA - Asked when the news document will be published – as Measles outbreak and uptake or MMR vaccine –

MH – The surgeries uptake for MMR is high some surgeries within the city have low uptake.

GB – Asked for volunteer support from the patient group, in contributing to the High Field News. SK volunteered to help and GB will liaise further on this.

Any Other Business

None

Meeting closed at 11:45

Next meeting dates:

Proposed date Tuesday 23/04/24 at 6pm at High Field Surgery.

Next meeting will be Face to face in Spring.

Action	Owner	Timescale
High Field News: GB to liaise with SK on the Spring edition	GB	29/02/24