

Northgate Surgery Patient Participation Meeting

Minutes of Practice Meeting held on 29th September 2022

Present: A Kemshell, C Barter, L Walker, G Ivey , C Pearce, L Froud, S Cutting, A Jarett

Apologies:

	Minutes of Last Meeting	
	<p>Introductions around the room.</p> <p><u>Staff update</u></p> <ul style="list-style-type: none">● Shona Ward and Allison Larkin new receptionists are now employed and have carried out their induction,● Zella who was employed around the same time has left the practice, she received a job offer which was closer to home.● Maya has had a baby boy called Hughie. ● Sam one of our GPs who normally works one day per week here has had a baby girl. <p><u>Building update</u></p> <p>We are still having ongoing issues with the carpets and have now been advised that they are not fit for purpose, this is work in progress. They are now worn in most areas, we are in discussion with the landlord.</p> <p>All Consulting rooms are now being utilised on most days and the practice is extremely busy. It is not often that we have an empty room to offer out, the new registrars have commenced work with us and started in practice in August. A discussion was held regarding moving practice, building work and expansion. At this current time the Practice partners do feel the location is suitable and in walking distance for most patients so re-location or building work is not currently on the agenda. There was a suggestion for the parking at the side of the practice to be made into accessible and Mother and baby parking bays. This is something to think about and could be discussed at future practice meetings.</p> <p><u>Appointments and Reception</u></p> <p>We now have around 13,400 patients registered with the practice and averaging around 28 per week. The majority are new to the area and are choosing the practice or patients changing practices in the same area.</p>	

Looking into our online booking service. At the moment we are keeping the online appointments limited as mistakes keep happening and patients are booking into the incorrect clinics. This is under current review and you hopefully see some changes in the near future.

Appointments

We now have further appointments being made available.

On the day acute's, plenty of appointments are now available on the day. Pre-bookable face to face requested by our GP's are currently at 2-3 weeks.

Routine telephone appts can be made in advance although we do need to make more of these appointments available. There was a discussion in regards to booking an appointment for a mole non urgent and how when ringing the practice this kind of an appointment wasn't available, we will look into this and feedback.

GP Care Wakefield is an extended out of hours service which will be covered across practices in Wakefield and is now being held at the practice between the hours of 5-9pm on an evening, Saturday 9-5pm and Sundays 9-3pm. Patients can call their GPs after the practice is closed and it will divert to GPCW.

It is possible to book any of the following:

Routine pre-bookable appointments

ECG and bloods

Dressings

Mole checks

Normal acute/telephone appointments

They will use our consulting rooms 1-4 here, nurses are to do face to face consultations. Receptionists are being advised daily to make use of the time available in the clinics and ensure patients are offered a time suitable to them,

Covid and flu clinics

The Covid and Flu clinics are scheduled and will commence on Monday 3rd October in the afternoon. The clinics will start with the eligible patients over 65s and will run until December.

A.O.B

We are looking into an online survey, possibly through survey monkey which is a useful tool in which information can be collated with regards to the practice and fed back.

We will be shortly meeting with another phone company and looking at options and costs we are looking at more functionality on queue

	<p>position, there will be no engaged tone so patients would be aware that they are in a queue and waiting and they can advise where patients will be based in the queue. This will offer Northgate a better understanding on the amount of patients waiting, length of time holding on calls. The practice will also have more of an insight into waiting times, busiest and quieter periods, which means staffing rota's can then be adjusted according to the results. We will update at our next meeting.</p> <p>A suggestion from a couple of the PPG members regarding support for the practice as we previously discussed a cake stall, at the current time this would not be possible due to covid rates being high but this is something we could look at in the future.</p>	
	<p><u>Date of Next Meeting</u></p> <p>Thursday 19th January 2023 @ 4pm</p>	