

# Northgate Surgery Patient Participation Meeting

## Minutes of Practice Meeting held on Thursday 19<sup>th</sup> January 2023

**Present:** A Kemshell, R Clegg, L Walker, C Pearce , Reine Schule, S Eccles, S Cutting, A Jarett, L Froude, C Eades

### Apologies:

<b>Minutes of Last Meeting</b>	
<p>Introductions around the room.</p> <p><b><u>Staff update</u></b></p> <p>Briony our ACP left at Christmas to work in a practice closer to home.</p> <p>Louise Smith one of our nurses has handed her notice in and is taking up a new role at another practice as a part time Nurse Manager.</p> <p>Katie has joined us as a nurse, she has not worked in general practice but has previous hospital experience, she has started her training and is really keen.</p> <p>We have replaced Briony with a clinical practitioner called Vicki, she is a previous practice nurse so has lots of experience.</p> <p>2 new apprentices have now started in practice, both are full time and keen to learn. Kia and Mia will be learning both roles on reception and admin, this will ensure that we have sufficient cover in both areas but also to gain as much experience as they can.</p> <p>Elliott is our new GP assistant; it is a new role, and he is employed through the PCN. This is a new role and involves a full 6-month training program. This role is to help reduce some of the pressures off the GPs and will be a mix of clinical HCA responsibilities such as bloods, hypertension and ECG's and the administrative side including insurance reports, council and DVLA reports. He does belong to the PCN and will cover across other practices so he may eventually cover at Northgate for 1 day per week.</p> <p><b><u>Building update</u></b></p> <p>An agreement has eventually been made for the carpets in the high flow areas to be replaced, this will be within the next two years.</p>	

All Consulting rooms are now being utilized on most days and the practice is extremely busy. It is not often that we have an empty room to offer out, we are keen to put a bid in to build/extend upwards this is something that we are looking into next meeting. There is a possibility that the small waiting area on the 1<sup>st</sup> floor will be changed into an office, the original plan was for an additional clinical room however the measurements are too small for a clinical room. We will discuss this further and update at the next meeting.

### **Appointments and Reception**

We now have around 13,540 patients which is the biggest growth in the area of Wakefield. The majority are new to the area and are choosing the practice or patients changing practices in the same area. We have created additional pre-bookable routine telephone calls which are normally on system 2 weeks in advance to be booked. We also have face to face two weeks in advance. All clinicians have these appts available and are being filled. It was good to hear from a few members of the group that there were no problems in getting through to the practice and a comment in which we appreciate was the only practice that understands preventative and mental health issues.

90% of the appointments at Northgate are released on the day and patients are signposted to the relevant person using our face to face or telephone appointments on the day. Once appointment slots are filled patients are added to the telephone list when our on-call GP returns the call to the patient.

GP Care Wakefield run evening and weekend clinics these are for the following:

Long term

EKG

Routine nurses

B12

Normal acute telephone calls

Dressings

Routine GP appointments

Shoulder pain

Health Care Assistant appointments

Smears

Mole checks

Patients can get through to GP care if they phone the practice after 6, the phone lines will divert to GPCW. Patients can also ring during the day to book appointments in the out of hours clinics should appointments be available.

### **New systems**

Engage consult is an online system which is now changing to a new system that has been rolled out in the Yorkshire area called Patch's.

This is a clinical online system used for appointment queries, non-urgent appointments and problems. This system has text messaging features which will hopefully reduce the call time for staff and waiting times for the patients. We discussed the possibility of the PPG trialing the system prior this system going live. A few members showed interest, Liz will send a separate email out with further information to support this. Once the system is ready to go the information advertised out on our Facebook page and website, there will also be leaflets and posters available in reception and registration for all patients to read.

A new cloud-based phone system will be introduced at the end of March, this will run via the internet and will have the availability for more lines. The reception team will be able to view a call screen which will enable the team to view the number of calls coming through and how long the patients have been waiting etc. Management will have a better insight into busy periods, length of calls is taking, peaks and troughs this should help knowing when staff is needed to be increased at busier periods.

#### Staff survey

A patient survey recently which included patients who had been in the practice for the last two weeks. We sent 2000 surveys and received a response of 210 which is around 10%. This survey was created by Charlotte via office 365, the responses were shown around the group all answers had a positive response.

Forward thinking we are looking at running the flu clinics in September on a Saturday and the remainder during the week as a mop up system. Quite a few patients went elsewhere due to convenience. We had a conversation regarding any volunteers with directing the patients. A couple of the PPG members showed interest, we will follow this up at future meetings.

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#### **A.O.B**

Agenda for next meeting

Staff

Patch's

Patient survey district wide.

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	<p><b><u>Date of Next Meeting</u></b></p> <p>Thursday 27<sup>th</sup> April 2023 @ 4pm</p>	
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