

THE WYCLIFFE MEDICAL PRACTICE, LUTTERWORTH

Wycliffe Medical Centre

Date: 06.07.23

Staff: Dr Graham Johnson, Katherine Churcher (Practice Manager), Laura Carter (Reception Team Supervisor)

Attendees: CH,JC,SS,NB,FH,JR,DT,CT,JF,WD,CB,VB,NB,MJHAB,JB,DA,JW,JB,JC,KB,MT,UK

Apologies: RG,CL,JH,JT,PB,GC,PW,GT,TH,KW

Update on the practice	<p>Last 12 months have been difficult. Katherine Churcher appointed as new practice manager in last 3 months. 3 GPs have left including a partner. New GP - Dr Emily Ford, Anna Blagg (ANP- Advanced Nurse Practitioner) appointed. We will be employing a new GP in Aug.</p> <p>Appointments numbers discussed – 22% increase since 2019. Did not attend (DNAs) whilst over 2000 are good compared to other practices but still not ideal. We are currently better than average. This could change with Reminder text the day before appointments, Wycliffe to look at the systems to see if we can make sure this is happening.</p> <p>How to solve this? SMS are sent. Repeat offenders are sent letter. We spoke about what different ways we could make it easier for patients to cancel appointments. Suggestions such as on a separate phone line, Accurx or texting service. Some patients are receiving reminder texts and others don't.</p> <p>Action :practice to look to see why some patients get reminders day before and others not</p>
Covid vaccines	<p>Recently held our Autumn and then Spring booster vaccines. Using our extended access clinics to complete this. Talk about PCN (primary Care Network) and what this.</p>

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	<p>Extended access and current hours. We are open every Tuesdays 6.30-8pm and every 5th Saturday morning 8-1. Vaccines and long-term conditions are being managed in these clinics. These are all pre-booked.</p> <p>Discussion about Accurx and how this helps patients to book appointments.</p> <p>Discussed about other practitioners within the practice such as nurse associate, social prescriber and first contact practitioner employed using ARRS (additional roles reimbursement scheme funds)</p>
Positive note - patient	<p>Statistics are good but how have we achieved this? Staff working longer hours, ARRS (Additional Roles Reimbursement Scheme) increases our apts.</p>
Funding question - patient	<p>Have we received any extra funding? The answer isn't very simple as it's a complex funding model, Explanation about funding from Dr Johnson and where money comes from and an explanation that there is no increase in funding other than ARRS funding and Impact and investment monies which have extra work attached to them.</p>
Booking appointments for non-urgent problems - patient	<p>Working full time, cannot call at 8.30am. Option to pre book through text but no appointments were available on the link this was 6 months ago.</p> <p>Can patients book at reception was asked and yes, they can from 8.30am. Coming into surgery at 8.30 and waiting for appointments to open is an option but we understand this isn't always an option for all patients. We have a call back option so that patients don't have to sit on hold, but again if your unable to have your phone on you this can be difficult. Suggestion to call on lunch break for a pre bookable appointment as there are more available now.</p>
Thanks for hard work and difficulties with getting appointments - patient	<p>Experience from patient is different to statistics.</p> <p>Reintroducing pre bookable appointments further in advance and GJ explained about chronic disease management and</p>

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	<p>how this can affect appointment availability. This also influence on same day appointments for on the day problems, if there are a high number of prebook able.</p>
<p>Surgery connect data</p>	<p>GJ discussed the information we had been given for June. This is a monthly report we get from our cloud-based phone system which is the Governments preferred phone system for GP practices and which they have allocated funding to – we already have it. Appointment availability. Discussed the At Safe Protocol (ASP) and what this means for the duty doctor.</p> <p>ACTION: practice to allocate 2 extra staff members on the phone lines between 8.30 and 9 to help with demand.as data shows that this is by far the busiest time of day in terms of calls and in June 2023 was the time when most calls not answered</p> <p>Talk about new reception team staff and training to be given to deal compassionately with all patients.</p>
<p>Zero Tolerance policy</p>	<p>Asked for patients views on this. One patient spoke about their experience of hearing a member of staff being spoken to rudely whilst sat in the waiting room.</p> <p>Very difficult situations to deal with, training is provided for staff as appropriate but in the moment, this is sometimes hard to remember.</p> <p>How does PPG feel about zero tolerance? Adding something to an initial letter, supported by the PPG. Nobody objected.</p> <p>It was also raised that on occasions staff have not had the best attitude with patients, this will be taken by the practice manager and fed back to the staff, this is important to Wycliffe to make sure all are treated with respect.</p>
<p>Continuity of seeing the same GP – Patient</p>	<p>GPs are doing less sessions than they are used to years ago, so this does make it more difficult from continuity.</p> <p>Follow ups are bookable with same GP but this depends on days of working and annal leave.</p>

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	Rotas are on for 4-6 weeks with GPs and 6 weeks for nurses currently.
Hospital Consultant query - Patient	Will the practice let the patients know if any action is needed/medication changes after discharge for hospital. Depends on the consultant letter and what it says but yes, we would normally inform patient if it is clear on letter, it also depends of timing, as we don't always get letters in a timely manner. Leicester letter process is changing to remove all paper post, and all will be coming electronically soon.
Election of chairperson	Patient volunteered to be chairperson. Agenda items to be put through to AB and addressed at next meeting. KC will send out an email following meeting to confirm everyone is happy to share email address with our chair and other in the group and from there we will set up the next meeting and any agenda items, meeting date to be confirmed. Thank you to all that have attended and your continued support.
Date/Time for Next Meeting <ul style="list-style-type: none"> • The next clinical meeting will be held at 	To be Confirmed, at The Wycliffe Medical Practice in the waiting room.
Meeting closed at	20.00

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Actions Log

Item	Date of meeting	Action	Owner	Updated as at	
001	06.07.23	To look at system to see if we can make sure reminder texts are being sent out to all patients.	KC	Looking at the System	Yellow
002	06.07.23	To look at if we can have a separate option or text service to cancel appointment.	KC	Looking at a link option on the text	Yellow
003	06.07.23	Zero tolerance policy letter to include PPG support.	KC		Red
004	06.07.23	Feedback meeting with patient service advisor team.	KC	Meeting held on 11/07/2023 to feed back to our patient facing staff member.	Green
005	06.07.23	Continue to update the website so all patients are kept informed of changes and information needed.	KC	Working on this as this is a large job, this is ongoing.	Yellow

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006	06.07.23	Email to all patients that have participated to confirm they are happy to share their emails.	KC	Completed and sent to all patients that attended and were unavailable.	
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