

# THE WYCLIFFE MEDICAL PRACTICE, LUTTERWORTH

## Wycliffe Medical Centre

Date: 06.07.23

Staff: Dr Maity, Nurse Judy McSharry & Zoe Thompson

Attendees: NB, PW, JW, CB, JC, JF, JT,DT,GT,RG, CLG,AB,KK,JC,WD

Actions from last meeting	<p>Text reminders explained regarding pervious minutes and patients interested in sending reminders for 24hours prior, this reminder is not happening now. Is it available or is it disabled?</p> <p>Patients would find it useful if we could have a reply option to this to cancel appointment.</p> <p>Happy with recent reception staff, and a positive recent experience from member here tonight.</p> <p>Website update is still ongoing.</p> <p>Dr Maity asked for anything in particular, Feedback loop would be helpful for constructive criticism/positive, not a complaint. Dr Maity suggested e-mailing but is open to suggestions.</p>
Practice Updates	<p>Dr Maity told the group about Dr Colquhoun leaving the practice in December, she also advised we have an advert out for a new salaried GP to try and minimise disruption.</p> <p>Spoke about our new GPs Dr Mokool and Dr Ford.</p> <p>Patients asked why Dr Colquhoun is leaving and Dr Maity explained he wants a new challenge, we have tried to keep him, but he is looking for something new.</p>

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Covid and Flu	<p>Dr Maity asked if anyone needs more info on COVID and FLU. Judy McSharry explained clinics, flu being weekday evenings and covid-19 are in our extended hours.</p> <p>Patients explained they would like to have had flu and covid together. Judy McSharry explained the delay in knowing about covid vaccine deliveries as government sorted covid vaccinations. Also explained were the eligible categories for both jabs, immunosuppressed, over 65's and carers. Dr Maity explained flu jab process and how we order. Judy McSharry reassured that eligible patients will be contacted.</p>
Patient Agenda	<ol style="list-style-type: none"> <li>1. JB (not present AB spoke) Explains experience of annual blood test before OPA at hospital, for results practice explained comms of results cannot be shared with hospital as cannot be done with the recent A/R so needed another B/T? SM &amp; JMC reassured that this must have been an error as it is something we usually do. They also explained that Warwickshire and Leicestershire have different systems.</li> <li>2. JF – Wondered if we have considered to communicate with PPG rather than Facebook and use texts, suggested that maybe we use the swift flash, to explain to public about difficulties practice are perhaps facing.</li> </ol>

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Dr Maity spoke about this happening in her local area but not always positive. Asked PPG what they want to know, and explained how It can be interpreted wrong.

3. JT – Personal experience recently said 30minute wait on the phone but was then a further 10minuities.  
Not knowing when to call. For example prescriptions line times, quieter times to call for general enquiries.

Dr Maity was unaware that callback option cuts off after the busy morning period. Could this be extend to all day, To avoid wait times. Ideas for example, explain telephone system, the different lines, and opening times. ZT spoke about access and how to sign up to the app, this may help patients and encourage them to use app rather than phoning or coming in for printed copies of results and other items. Dr Maity explained the different choice we have such as the NHS app and SystemOne. The Wycliffe website does explain these options. Dr Maity to arrange for next PPG a workshop for accessing each app and what it can do. Dr Maity advised would be helpful for PPG to send in what they would like to see, PPG queried if they would be able to view full record of if they would differ, Dr Maity advised will be all major health issues. Only coded entries.

4. JT – Dementia conference – would like leaflets to be available in the practice. Feels there is a lack of access to these sessions etc, asked in practice before and was told to see GP?

Dr Maity will ask LC, who is our social prescriber to provide material for this in the practice to pick up and make available on the website.

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	<p>5. JC asked regarding changes with phones being answered. We were advised extra staff answering phones from 08.30 to help, option of turning up but not accessible for people on school run.</p> <p>Dr Maity gave call statistics, which are 222 more calls answered on average each week and arrange call length of people waiting to talk to someone on the phone has gone from 8 minutes to 6 minutes and 45 seconds.</p> <p>PPG queried if this was peak times or all day, ZT shared call volumes with PPG to give an idea. AB suggested we share this data with patients on the website. PPG would like to know more statistics on calls such as wait times.</p>
Date/Time for Next Meeting <ul style="list-style-type: none"><li>The next clinical meeting will be held at</li></ul>	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	Yes, They are but setting keep turning it off, working on this with system support.	
002	06.07.23	To look at if we can have a separate option or text service to cancel appointment.	KC	Appt can be cancelled on the NHS app this maybe helpful.	
003	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.	