

## MINUTES

Patient Participation Group, Saffron Group Practice, Saffron Lane, Leicester

Tuesday 18 July 2023

**Present:** Stuart Broughton, Sharmane Leeson, Georgina Lane (Staff), Sarah Hall (Chair), Jenny Mann (Minutes Secretary), Kath Lovell (Hedges Surgery)

**Apologies:** Sarah Moore, Dr Amit Rostogi (GP), Kevin Topliss, Nicola Webb

1 **Minutes of the last meeting on 14 June.** The Minutes were approved.

2 **Extended Services.** There was a helpful clarification on the process laid down for using the extended services.

A series of questions has been drawn up by the NHS for each of the Extended Services conditions (UTI, Cellulitis from Infected Eczema, Cellulitis from Infected insect bites, Impetigo, Otitis media in children, Acute bacterial conjunctivitis) The patient, on contacting the Surgery, either in person or (more likely) on the phone is triage-ed using these questions. If the triage suggests treatment, the patient is asked to go to the pharmacy for further assessment/treatment. The Surgery can't stipulate any particular pharmacy.

There have sometimes been problems when the patient has then gone to the pharmacist anticipating a particular course of treatment. In order to overcome problems, it was suggested that the surgery complete an on-line referral form which could be sent to the pharmacist. This would hopefully help eliminate any misunderstanding. George would ask Margaret whether such a system can be set-up.

**Action: George**

When setting up the Extended Services system, the Surgery had had meetings with all three pharmists along Saffron Lane to discuss the procedure.

Various way of communicating Extended Services to patients were suggested:

- Add to the surgery screens (NHS HQ send through information they wish broadcast via surgery screens)
- Include on the surgery **Notice Board**. At the moment this has information about local community and welfare services available. As a result of the discussion it was suggested that a **Saffron Surgery Notice Board** only be created.
- A Board just for the **Patient Group** should also be put up. This would give meeting dates, invite patients to join etc.

Members of the PPG were also encouraged to chat to any patients in the waiting room when they attend for a consultation. Ask reception for a PPG lanyard and identify yourself before chatting to other patients. **Action: ALL**

**3 Accurx.** This is the on-line triage replacement for Engage/Consult. It allows patients to submit either a medical query or an administrative request to their registered GP practice.

It is intended for more routine matters, not emergencies. It is available on-line from 6a.m. until 8a.m as a method of reducing pressure on phone calls to the surgery at that busy time. At 8am when the surgery phones open, the list is scrutinised and the patient phoned and offered a phone call or a face-to-face consultation.

A text will soon be sent to patients telling them about Accurx.

**4** George updated the group on the **number and breakdown** of calls on the week commencing 5 June, which was 2,076 in total.

**5 Over 50s IT support.** Sarah had attended an earlier training session and found it helpful. It is designed to help patients use NHS apps on their phones. It is planned to have a further session in August - watch for adverts. It is hoped Neil and Paul will be able to attend. **Action: George to contact Neil and Paul**

**6 WhatsApp for the PPG.** **Action: George to set up**

**7 Monitoring Social Media.** There had been some negative feedback regarding the surgery on Facebook, mainly access to the GP, i.e. getting past Reception. George explained the surgery do not respond to anything posted on Facebook. She also stressed reception / patient communication is a topics frequently covered at Practice Learning Time each Wednesday. Sharmane kindly agreed to monitor Facebook. **Action: Sharmane**

**8 Five on Friday** is the NHS Leicester, Leicestershire and Rutland stakeholder bulletin designed to help all keep up to date with what's going on in the local NHS. Please share as much as possible. It would get put on the Saffron website. Currently Stuart receives it, but George will ask for it to be sent to her.

**Date of next meeting.** Wednesday 6 September 11-12.30

Info: the four surgeries in our Group  
Saffron  
Hedges  
Inclusive  
Dr Sing