

Bingham PPG Minutes – Tuesday 10 September 2024, 3.30 pm

Present: Liz (Practice Manager), Denise (Team Leader), Helen (Chair), Andrea, Judith, Janet, Kate Ward

Apologies: Yvonne.

Surgery update

Liz reported that a critical IT failure in the NUH pathology service is affecting the processing of blood test results and the Practice is prioritising its response. Succession plans are in place for the current taxi driver who is nearing retirement and a reserve appointee may be sought. An update was provided on the new phone system, implemented in July, which delivers an improved service for patients including a callback feature and added security through automatic integration with patient data. The volume of patient phone calls is falling slightly as other communication channels become more popular. System call data was shared (9,433 calls for the period 8-31 July, 11,509 calls 1-31 August with 517 callbacks). DNAs remain constant and in line with benchmarks (3.69% July, 3.63% August) reflecting the robust reminders and simple cancellation procedures that are in place.

The online request system has been upgraded and is now fully integrated with the clinical system, SystemOne, to provide a web-based facility for non-urgent admin and medical requests. The upgrade delivers enhanced functionality and an ability to tailor inbuilt templates for key topics. The system is in trial phase with targeted awareness-raising as the Practice works to align gateway and clinical resources to meet demand.

A number of staff changes were noted: Mandie (Nurse Manager) has moved on and recruitment for her replacement is ongoing; Drs James Bell and Claire Schofield, and Practice Nurse Jade Bewick, have joined the Practice; recent new starter Dr Nicole Beer is now on maternity leave. Additionally, it was noted that Claire Laing has qualified as a Nursing Associate reflecting the Practice's focus on staff progression.

Plans are progressing for upcoming vaccination clinics (RSV, Covid, flu) with appointments largely to be scheduled during normal opening hours. One Saturday clinic is to be held on 5 October and PPG volunteers will be sought (Helen to email members). Dispensary opening hours are to change slightly to align with available resource and to reflect usage audits and other local options; patient notifications are being organised. It was agreed this update could usefully be circulated by PPG through The Buttercross, Flintham newsletter and the Village Link newsletter.

Patient to doctor ratios were discussed and Liz will provide an update on this. It was felt the Bingham figures would be relatively low compared with benchmarks as suggested by the reduced volume of patient complaints in recent months.

Future Buttercross entries

It was agreed to defer Buttercross entries until November when a reminder about DNAs and the importance of cancellation, revised Dispensary opening hours, and upcoming vaccination clinics will be included. The December entry will focus on the role of the PPG and opportunities to join. Helen to follow up content with Denise and share with Judith. Decision taken to replicate content, if possible, on the True Bingham Facebook page, as well as Flintham and Village Link newsletters (Helen/Martin).

Future meetings

Meeting dates to the end of 2025 were agreed as follows, all 3.30 pm:

Tues 3 December 2024 (minute taker Andrea)

Tues 4 March 2025 (minute taker Janet)

Tues 10 June 2025

Tues 16 September 2025

Tues 9 December 2025.

PPG Email inbox

It has not proved possible to share oversight of the PPG email inbox and Helen will therefore continue to monitor activity. She reported four requests for further information since the email account was set up in May, with Kate Ward joining today's meeting and a second potential new member joining the next meeting. It was noted that PPG queries are also routed through the Surgery.

PPG contribution opportunities

Recent assistance with filing had been well received but was not felt to be an ideal PPG contribution longer-term. There was discussion about the valuable role PPG members play in patient communications particularly for those without access to digital technology, and brief exploration of a patient survey to help identify key areas for improvement within the Practice.

Date and time of next meeting

Tuesday 3 December 2024 at 3.30 pm. Three substantive items agreed for the next agenda:

- Replacement Link Doctor (now that Dr Alexander has moved on)
- Patient satisfaction survey
- PPG noticeboard content.