

Derby Road Patient Participation Group

Meeting Minutes 04/10/2022

Opening – The meeting was held at Derby Road Health Centre on 04/10/2022 at 12pm by Charlotte Durose-Revill

Present-

Charlotte Durose-Revill (Social Prescriber)
Arianne Mattinson
Julie Gardner
Pam Ward
Jenny Brittin
Liz Lemon
Don Ross
Alan Wright
Karen Chappell- Tay
Mary Stokes
Jane Ward (Practice Manager)

Absent-

Dave Ward
Richard Cookson
Peter Woods
Pam Idoine
Sheryl Frodsham
Annie Kersalke
Jane Edington
Claire Manktelow
Roger Fwykes

Approval of previous meeting minutes-

This was the first PPG meeting.

1. Group introductions and workings-

Charlotte introduced herself and gave a brief insight to her role as a Lead Social Prescriber and regarding the role she will be playing in the PPG going forward. She also went through the details of the PCN and ARRS roles. The group then introduced themselves.

Charlotte went through the aims of the PPG which were to gather feedback in terms of patient experience of the service in general, supporting the practice to focus on key patient areas where improvements can be made, discussing potential changes and new services from the PPG feedback. Also bringing in local community services to speak to the group.

It was explained to the group that this space is to be patient lead. Charlotte will support as an admin function and a link into the practice. The group agreed Don Ross will be the chair going forward.

2. Update from Assistant Practice Manager-

The practice has recently brought in a new appointment system, now more patients will be able to speak to a GP or Advanced Nurse Practitioner (ANP) on the same day.

Patients will be offered a telephone appointment on the day and the clinician will call them back. After this discussion, the clinician will decide whether the patient needs to be seen face to face and if necessary, will make an appointment so they can see them the same day.

This will give access to a significantly higher number of appointments throughout the day and patients should no longer need to call at 8am to book an appointment.

The group asked what the benefits of this service will be to which Jane explained when booking an appointment up to 8 weeks in advance this leads to having a large number of DNA's (Did not attend), this will hopefully bring the number of DNA's down and give patients more continuity. Time will be given to patients in relevance to what their issue is. It also gives the clinician more time to prepare for an appointment and they can build a relationship with the patient before they arrive by having the time to read old notes and letters etc.

Jane confirmed that the services seems to be working well so far and this will be reviewed in the coming few months.

The reception team will continue to ask questions on the phone before booking an appointment as it saves time in the long run by ensuring the patient is seeing the correct clinician. For example, a nurse would deal with a pill check so no need to use a GP appointment for this. The reception team have all had training on what questions they need to ask. Training is ongoing through Bluestream.

Jane advised that there are 7 phone lines incoming with 5 being maned most of the time. Its currently taking 22 minutes for a call to be answered between 8-10 and 8 minutes throughout the day. 20 patients can now wait in the queue and the hold music has been changed.

Jane confirmed the patient total for Derby Road was 12,500. There are currently 11 GP's who work a different number of days-

4 Days	1
3 Days	8
2 Days	2

The GP's will work 12-hour days and see patients for 6 hours of that, the reminding 6 hours is spent doing admin work such as – Bloods, prescriptions and insurance forms. This is all NHS work.

3. Other Business

Jenny raised that she had recently had a letter through to book her Well women appointment, she went to ask at the reception desk and the receptionist said this needed to be done over the phone. Jane advised that this is incorrect and appointments can be booked at reception aswell as over the phone. Jane will address this with the reception team.

Liz brought some booklets to the meeting from NAPP (National Association for Patient Participation) which she used in the previous PPG, she explained the group found this useful when starting up the previous PPG. The current group looked through these and all agreed that it would be useful to get some updated copies of these if possible.

Julie questioned whether it would be possible to have a booklet which advised patient's which service they needs to use for certain issues and emergencies. For example, when to use 111. This would stop the need to call the practice when questions arise.

Arianne and Liz both mention the lack of communications sent out by the practices and it was discussed that a newsletter would be useful and ensuring the website is always up to date. The PPG group would like to have a page on the website once the meetings are established.

Actions

Find information on PPG support booklets – Charlotte
Gather figures of DNA's and student population – Jane

Next Meeting

8th November 2022 – 18:00-19:30pm