

PPG Meeting

Date

Wed 30 Aug 00:00 - 23:59

Location

Meeting Room at Bulwell Riverside

Confirmed attendees

Debbie Juett

Other Attendees

ES AA BDM TR RJ DN DJ (Practice Manager) ZL (Deputy Practice Manager)

Details/Agenda

Latest National GP Survey Results

How we keep patients safe

Macmillan Coffee Morning

Telephone System

AOB

Minutes

As a group the latest GP National Survey was discussed.

Main Points:

Low score on % patients who found it easy to get through on the phone, the group agreed that it may be a good idea to implement a call back system, this would be where the patient rings the survey and opts to be called back using a system where they get put back into the queue when it's their turn. DJ said that she would enquire as to when this would be available at the surgery and then we could trial this to see if it improved.

Many of the other questions within the surgery were positive and scores were fairly consistent, again as in previous surveys it showed that once you got through and obtained an appointment the experience was positive.

The results can be found at GP-Patient.co.uk

How we keep patients safe.

All staff have a DBS check on before they start employment. This checks the staff members background to ensure there are no convictions or concerns. These are repeated 5 yearly or if any concerns arise.

All staff have annual appraisals, this ensures that all training is up to date relevant to the role. GPs have an independent appraisal by a GP outside of the practice, they also need GMC revalidation every 5 years. Nurses need to keep up with their NMC registration annually and need to go through NMC revalidation every 3 years.

We have processes in place within the surgery for Whistle-blowing and Freedom to Speak up. Whistle-blowing can be raised

either internally according to policies or externally through an ICB Whistle-blowing Guardian who is totally independent to the practice. There are also Significant Event policies to investigate any errors and mistakes, Near-Miss, Adverse Events, Safety Alerts are all part of our efforts to ensure patient safety.

Macmillan Coffee Morning

Plan to do this on 29.09.2023 but other dates considered 20.09.2023, 02.10.2023 - DJ will email those who are interested in helping out on the day

AOB

Election of Chairperson

This will be done at the next meeting, DJ will contact the group well in advance of the next meeting to get some suggestions of names for the role. Hopefully at the next meeting a vote can be carried out and a person elected to take the group forward. We would also need somebody to take minutes etc...

Staff Information

The group would like to know what GPs work which days. This is to be put up in the waiting area and also on the website. was suggested that the website could list all staff working at Leen View along with their roles. It was noted that consent from staff would need to be obtained before publishing this information.. This may also improve the result on the patient survey where patients could see their choice of clinician.

You Said We Did

This is information that we should display regarding actions requested by patients and what actions the surgery took. The next poster would include: Possible call queuing and displaying a list of Clinical staff and their working days.

Name Stickers for Group

Thoughts that name stickers would be helpful at meetings so all knew who each other were. - DJ to provide for next meeting.

Next Meeting - Provisional 06.12.2023 13:00

Actions

DJ to liaise with IT/telephone providers to put call back system in place and will update at next meeting

DJ to send an email for help at Macmillan Coffee Morning.

DJ - Poster and Website updates for Staff working days

DJ to email all members with information for PPGs in readiness for electing a chair

DJ - provide stickers/name badges for next meeting

Related actions

Title	Notes	Current Activity	Due date	Assigned to	Date completed
Macmillan Coffee Morning	Arranged for Tuesday 3rd October - during Flu Clinic DW & CW/BDM/SS to help - 10-1pm		30/09/2023	Debbie Juett	27/09/2023
Staff Info	Posters and updates website		20/10/2023	Debbie Juett	
You Said - We Did	To be completed with actions suggested		29/09/2023	Debbie Juett	
Stickers/name cards	DJ has sourced and action completed		06/12/2023	Debbie Juett	27/09/2023
Telephone System	Dj to look at call back system		21/10/2023	Debbie Juett	
Chairperson Election	DJ to email all members with election details		10/11/2023	Debbie Juett	

Associated documents:

- <http://www.gp-patient.co.uk>
- [PPG Resource Pack - Updated 20th January 2023 - FINAL\(1\).pdf](#)