

**Minutes of the Patient Participation Group Meeting held on
Wednesday 22nd May 2024 at 11:00am – 12:00pm
Mansfield Community Hospital Seminar Room 2
Face to face Meeting**

In attendance: Rebecca Tate, Rachael Street, Michael, Jean, Hilda.

Apologies: Laurence, Adele, Philip.

Minutes of the last meeting:

Rachael read the minutes of the last meeting and are true to record.

Actions arising from meeting:

- Rachael to arrange a date with John Eastwood Hospice to attend a PPG meeting. – Emailed 20.06.24
- Rebecca to look at the possibility of placing some Online pre bookable on for registrars. – Completed

Surgery Update.

Alan asked at the last meeting if PSA tests was done as standard on an NHS men's health check. Rachael has spoken to Dr Freeman who explained that the PSA blood test is not classed as a screening program by the NHS. A PSA result can be a factor to lots of different things not just cancer as the PSA test is overly sensitive with an extremely low rate of detection. Every man is asked to have a PSA test at the age of fifty, at this point if it came back positive it can be for a lot of reasons and would be investigated by the GP. If it was negative, then they would not ask for a repeat test annually it would then become if the patient was symptomatic.

Rebecca explained that the new telephone system was in progress and will need to be running before the end of June. We are hoping to have a "go live" date soon.

Rebecca reported we have started to see a difference in calls and appointments and that we seem to be coming out of the Winter pressures.

Rebecca explained that the registrar appointments are now used for our reception team to book into on the day and that this has helped a lot. Rebecca said to continue to make improvements we would be looking at possibly changing some of the registrar's appointments to online pre bookable for the patients, so this helps with access to the practice.

Action: Rebecca to look at the possibility of placing some Online pre bookable on for registrars.

As a practice we are trying to work smarter and to improve ways of working. We have taken steps to relieve some appointments with the nurses and have streamlined some of our reviews such as HRT, Asthma and Diabetic reviews by sending patients questionnaires, collecting information before hand, and directing to the appropriate staff member. Contraceptive pills are referred to a pharmacy, which in turn has freed up some more nurse appointments.

Rebecca expressed the practice as a whole over the last 6 months were having more in house meetings and we have also changed the clinical meetings to the training afternoon when we are closed as well as the alternate week being on different days to ensure all clinicians can attend an even spread of the days and to ensure maximum clinicians are able to attend.

Jean asked if Dr Temple is thinking of leaving, Rebecca explained that nothing has been spoken about as of yet and he continues to do a morning surgery and the afternoon is used for reviews and audit work which is helping the surgery.

It was spoken about hospital waiting times and how some people are choosing to go private.

Hilda asked if patients have to be referred by a GP to our in-house Physio. Rebecca replied stating that we have an in-house Musculo Skeletal Specialist called Fatima Shariff. Fatima was a physiotherapist by background, but her role is to see a patient, give advice where appropriate and refer on as/if necessary to pain clinic, physio, x-rays, MRI's etc refer for injections etc. Fatima could also issue fit notes. Patients were under the impression they may have been having a course of physio which was causing some misunderstanding, hence the reason we now use Musculo Skeletal Specialist. Receptionists can book into the Fatima, they have been given a criteria inclusion list.

Staffing

We are happy to say that we now have a new pharmacy technician Catherine. She started at the beginning of May and is settling in well. Rebecca said this would take a lot of pressure from Scott as his workload had grown substantially since covid.

Patient Open Day.

A discussion took place regarding the Open Day on 18th May 2024, Rebecca thanked all of our PPG members to attending. Everyone felt it was another success and explained that we had lots of lovely emails thanking us. We had great comments on how useful it was for the organisations and for the patients.

Rachael explained that even the staff members who were working, took a lot away from the day by going around the different organisations including Dr Wagstaff and Dr Mills.

Our opportunistic drop-in cervical smear session on the open day was also a great success with 8 patients coming for their overdue smear which prompted us to think whether we do this when we are open on a Saturday in future or on the next open day.

Rebecca asked when the next open day should be. The group decided that October would be a good time and that there was a good period between events.

It was said during the open day that the John Eastwood hospice would like to attend a PPG meeting.

Actions: Rachael to arrange a date with John Eastwood Hospice to attend a PPG meeting.

It was asked by a PPG member on the open day where the PPG banner was.

After some investigation and searching by Rebecca and staff. Rebecca looked at emails, minutes and it could never be decided by the group on what wording was wanted and was never purchased.

The members who attended this meeting were happy with the sign that was put up on the day, members to bring up again should they feel this would be beneficial on an everyday basis to encourage members, although this is displayed on one of our noticeboards in the waiting area.

NEXT TIME & DATE OF MEETING –

Wednesday 24th July 2024 11am – 12pm – Seminar room 2