

**Minutes of the Patient Participation Group Meeting held on
Wednesday 25th September 2024 at 11:00am – 12:00pm
Mansfield Community Hospital Seminar Room 2
Face to face Meeting**

In attendance: Rachael Street, Dr Freeman, Philip, Michael, Jean, Hilda, Penny, Craig, Carol, Alan, Agnes, Linda.

Apologies: Laurence, Pamela, John, Elizabeth.

Minutes of the last meeting:

Philip asked if everyone had chance to read the minutes of the last meeting, and if they are true to record, everyone agreed.

Actions arising from meeting:

- Rachael to email group for availability and to do a rota 11am-2pm - Completed

Surgery Update.

Rachael provided the patient survey that had been correlated at the surgery to each member. Rachael then went through each question one by one to discuss where and how we could make changes or improvements.

It was clear by the patient survey that patients were frustrated with the telephone message and que times being too long, not having enough appointments and finding the website hard to navigate.

As the group spoke members mentioned that all surgeries are struggling with demands at the moment, but that the new telephone system and website should alleviate these frustrations. They also acknowledged that more appointments have been available, with having five registrars.

Overall, people found that once they had managed to get an appointment, they were happy with the care they received and found staff helpful.

Dr Freeman joined the meeting to explain the new BMA rota system and why the decision had been made to go down this route.

Dr Freeman explained that industrial action has been taken to show a united front to help improve primary care going forward, a survey was taken by GPs and 92% decided to go forward with BMA template with primary care only receiving 6% of funding, this is having a huge impact on the system with no funding for Child mental health, low funding for adult mental health and waiting times are at an all-time high with resources being stretched.

Dr Freeman did say that the prime minister's announcement was positive regarding primary care and funding.

Funding has slightly increased for Cancer care – 2 week waits, but due to high waiting times GPs are repeatedly seeing patient in between.

A discussion about more people paying taxes and that they need to go to the right place, and this was where the system is failing.

Dr Freeman emphasised that this decision was not made lightly and that at the forefront of all the doctors minds was patients and how this would impact them, but it was felt this had to be done before things get worse.

It was decided that we would restrict the numbers of emergency and stick to a safe working limit and after that point we would refer to 111 or A&E. For more minor things we would refer to Pharmacy first or ask patients to call back or place an online request in.

Dr Freeman explained that this had been in action from 23rd September and reception are already struggling as we were at full safe capacity and referring to 111 who was referring back to us.

Alan and Craig questioned if this would help, Dr Freeman said unfortunately I cannot say yes or no at this stage but did reassure everyone that reception is triaging to the appropriate place and that reception always discussed with the on-call GPs while the patients are on the phone.

Patient Open Day.

Rachael explained that the open day is on 12th October as stated in a previous email.

Rachael told everyone what other groups were attending the open day, Rachael said we will work it how we have previously with a rota for the group and that she would email for availability and do a rota accordingly as this worked so well last time.

Action:

- Rachael to email group for availability and to do a rota 11am-2pm

NEXT TIME & DATE OF MEETING –

Wednesday 27th November 2024 11am – 12pm – Seminar room 2