

Minutes of the Patient Participation Group Meeting held on

Wednesday 22nd June 2022 at 1.00 pm

Face to face Meeting

In attendance – Rebecca Tate – Practice Manager, Philip, Mike, Sue, Jean

Apologies – Hilda, Sue H, Val, Laurence, Adele, Sue, Christine

Minutes of the last meeting:

Minutes of the last meeting were agreed as a true record

Rebecca welcomed and thanked those who could make the face to face meeting. It was by agreed by all around the table (5) due to the 2m distancing around the table, everyone felt they wished to remove masks and felt safe within the ventilated distanced room.

Matters Arising

On a welfare scale everyone reported they were fine and well.

GP Practice – internal survey

Over the past couple of months since the previous meeting we had been collating a patient survey with 3 specific questions chosen by our PPG members,

- 1) What do you think the practice does well at?
- 2) What do you think the practice does least well at?
- 3) Are there any improvements or suggestions you could make?

Approximately 100 questionnaires were returned. The group took a batch each to go through the questions. Some of the answers to each question were:

Q1) Staff are friendly, one of the best surgeries I've been with, everyone trying their hardest, workflow of the surgery it good, can get in for an appointment, customer service is good , helping with concerns, prescriptions are on time, good at listening, helping people, the email 'contact us' page for non-urgent queries/issues, friendly doctors, always helpful, patient centered care, timely appointments, lots of support over medical problems.

Q2) Trying to get an appointment, telephone queue for ages then appts gone, need longer opening times, availability of appointments, getting through on phone, reception wait time when checking in for an appointment, not seeing the doctor you spoke with, not

allowing patients to call in person, making and getting face to face appointments, air con too cold, phone intro too long,

Q3) Everything works well, none, can't think of anything, I have no problems, a phone call to check, cut down on lengthy answerphone messages, more appointment slots, face to face appointments with clinicians, keep up the good work, evening & weekend appointments, more money for the NHS – more GPs, reset aircon, nothing thanks for all you do, more inviting for children, nothing – thank you.

After discussion it was felt the following ideas could help:

Telephones – we all took the time to listen to the practice message and agreed taking the covid message off would help the phone message queue as well as having a cancellation line to free up patients wishing to cancel appointments having to wait.

On line booking of appointments - consider bloods/cervical screening to be booked on line to free up telephone queues

Face to face appointments – From a practice point of view these were being offered but with a telephone triage with the GP first, restrictions in the waiting to 1m distancing were still in force.

Touchscreens – trial these again – to relieve patients queuing

Air conditioning – this could be altered by the hospital or switched off completely to ease comfort.

Child friendly – it was felt we were not out of covid yet and still had to adhere to strict infection control policies that books etc would not be considered appropriate yet.

Everyone felt the appointment/telephone problems Orchard were having were not unique to our practice and were a more national problem, the promotion of the 'contact us' page on the website was helpful. It was felt a common theme of staff being helpful and polite was replicated many times.

A couple of our members came with exhibits of personal experiences one of trying to get through by phone which was discussed and an experience of the home visiting service having the correct bottles/forms when visiting as well as perhaps offering patients to buy such as over the counter medicines themselves which would be cheaper than paying for a prescription.

Practice News:

We have successfully recruited a very experience practice nurse, Gemma who will be an asset to the practice. Interviews are currently on going for a Healthcare Assistant and we are still out to advert for the receptionist vacancy. All being well Dr Nonso, salaried GP would be starting in August and also Dr Lewis, Salaried GP would be starting in September.

Travel vaccinations were also being offered to patients again.