

GRIMETHORPE SURGERY

PATIENT PARTICIPATION GROUP

Giving a voice to patients in planning the future of the practice.
Working in partnership with the practice for the benefit of patients and the practice as a whole.



Minutes of PPG meeting 28/5/24 held at the Grimethorpe Centre

Present: Christine Dawson, M Horbury, Terry Kaye, Pauline Lee, Peter Stevenson, and Constance Grayson

Apologies: Louise Gaskell and Jane Sellars

For the practice: Dr J.E.C. Bennekers and Mrs Lisa Whitehead

1. Welcome and Introductions

- Dr Bennekers opened the meeting and welcomed all present, including two new PPG members.
- The minutes of our last meeting were shared and confirmed as correct.
 - We discussed the outstanding items from the previous meeting. We have recruited 3 additional PPG members via the website and social media, and one direct recruitment. All agreed we may need to recruit via other means too, including practice notice boards and other notice boards in the villages. We will look into this over the coming month.
 - The practice has put the message out that training only occurs on one Wednesday afternoon a month and this has been advertised on the website and social media, Lisa also put up the notice at St Luke's.

2. Group Business

- Since we lost our chair, vice chair and secretary during the pandemic, we will still need to elect from the members of the PPG to replace them. We agreed unanimously this election should be postponed until the next meeting when we hopefully will have recruited additional members to the PPG and more members may be present. Although our group now has reached a total of 8 members, we still have space for additional members and will continue to recruit.

3. Work Plan

- We discussed the best way to communicate with our current PPG members in our last meeting, and we agreed this would be via email.

We discussed this with our new members, who agreed this was the best way to communicate with them too. Peter wanted to know the email address for PPG purposes, and we advised him of this as per the last minutes: grimethorpeppg@gmail.com. The preferred method of communication may change as more members join the Patient Participation Group.

- We discussed the preferred method of updating the patients about PPG matters. This could be via newsletters, on the website and via social media, as well as by making a newsletter available in the practice. Dr Bennekers asked if the PPG members felt it was appropriate to share the approved minutes of the PPG meetings with the wider public via the website, social media and in the practice. All agreed and suggested we could perhaps share this on notice boards in the villages and coffee morning groups too.

4. News from the practice

- Dr Bennekers shared that the practice is still preparing for a new telephone system. We discussed the drawbacks and failures of our current system and how we hope the new system will be an improvement on this. Dr Bennekers also shared information that came as a surprise to most present. The current system is commissioned by the CCG (Clinical Commissioning Group)/ICB (Integrated Care Board). The ICB is the local health authority. They hold the contract for the current telephone system, not the practice, and this means the practice hasn't had a say in which system was chosen and only limited say in the features possible. The new system will be one chosen by the practice, which also means the costs will come to the practice and not the ICB as previously. The practice has a say in which features we need and want and which system we use (although we will be bound to a minimum term contract). We do not have a date for the installation of the new system yet, but hope this will be in place by the end of June. It offers many additional features, including call-back, where the caller keeps their space in the queue, hangs up and gets called back when it's their turn, while receiving live updates on their position in the queue. The recognition of phone numbers to identify potential patients calling and linking with the clinical system to allow quick opening of medical records. The ability to allow patient on end-of-life care to be given priority and jump the queue is

another option. It is also possible to put certain pathways in to signpost patients without the need to speak to a receptionist. We hope this will improve the experience for patients and staff alike.

- Chris asked about the waiting times in the queue. A friend had asked her how it was possible to be number 3 in the queue and still have to wait twenty minutes for the call to be answered. After all, it only took her minutes to get her query sorted. Lisa mentioned that not every patient is the same. Some only need 2 minutes of our time, but other patients may have more complicated or multiple issues that need dealing with. For instance, a care home can call for multiple residents and that would take a longer time. Or it could be that something needs to be looked into further and that could take longer. A mother may call about her 4 children who all need attention. Waiting times are unpredictable in the queue and although we process the calls as quickly as is possible, we still want to make sure that the person gets the attention they need.
- This led to a discussion about where the phones are answered. In the past, the telephone would be answered in the main reception area. However, conversations could be overheard in the waiting area and the practice felt this was unacceptable for confidentiality reasons. This is also why we don't accept appointment requests at reception and insist patients phone us for this, as anyone in the waiting area can overhear what is being said. Nowadays, the phones are answered in a back room. In Grimethorpe this is in the file room, a room without a window. In Cudworth this is in the back reception, also a room that hasn't got a window to the outside. We usually have two members of staff answering the phones at a time, one in Cudworth and one in Grimethorpe. During times of illness or staff shortness, the phones may be answered for both sites at one site only. Those present shared they didn't realise that our refusal to take requests for appointments at the reception desk was because of confidentiality reasons and felt it might be appropriate to make this knowledge more known to all our patients. Perhaps we should put a sign up to inform our patients of this and advertise it more widely on our website and social media.

5. Any other business

- Peter mentioned that there is a Community Shop on the Go service every second Thursday morning at the Acorn Centre, with

discounted fresh produce that nears the best before date. You can get quite good quality food for less money than usual. The next one is on Thursday 6 June, and there are several around Barnsley. He has since emailed the PPG email with the information about the Facebook Group with all the information about this.

<https://www.facebook.com/groups/communityshoponthego>

- We agreed our next meeting will be on Thursday 27 June at 1 pm at the Grimethorpe Centre and we hope we will have more of our PPG present at that time and potentially some additional members.
- Grimethorpe Surgery website:
<https://www.grimethorpesurgery.nhs.uk/>
- Grimethorpe Surgery Facebook page:
<https://www.facebook.com/GrimethorpeSurgery/>
- Friends of Grimethorpe Surgery Facebook group:
<https://www.facebook.com/groups/1090092811812011>
- Email address for PPG-related matters: grimethorpeppg@gmail.com