

THORPEWOOD MEDICAL GROUP

Dr R Hampshair Dr S Ranasinghe Dr K Dawson Dr A Prior Dr V Bellamy

PATIENT PARTICIPATION GROUP

Meeting, Wednesday 06TH November 2024, 12.30pm

MINUTES

1. Welcome:

Mike H welcomed everyone to the meeting, with a warm welcome to Maureen H who has joined the meeting with a view to becoming a committee member.

2. Attendance:

Patient Members: Mike H, Cheryl P, Bob L, Rob P, Tracey W

TMG (Thorpewood Medical Group) Members: Cat D (Operations Manager) Elizabeth D (Secretary) Joe B (IT Lead)

Visitor: Maureen H

Apologies: Tony P, Anne J, Rick S

Tony T & Jean T have resigned as committee members. Mike H and the surgery proposed a vote of thanks to them both for their dedication and input to the committee over the years and wish them well.

3) Confidentiality Agreements: updated and signed by committee members Mike H, Cheryl P, Bob L, Rob P and Tracey W. All other members absent to sign at the next meeting.

4) Presentation: Tracey Slater, Clinical Nurse Specialist, and her colleague Steve from OpCOURAGE:

Unfortunately, due to illness Tracey and Steve were unable to attend. This is to be rescheduled in the New Year.

5) Minutes from the meeting of September 18th, 2024, accepted as circulated with one amendment under matter arising ie Tony P requested that some of the new chairs be fitted with arms to assist patients requiring additional support.

6) Matters Arising from the Minutes:

- a. **Macmillan Coffee Morning:** The coffee morning was a huge success and £575 was raised. This will be held yearly to support this worthy cause. Thanks to all who contributed cakes and time and to Joe for organising this event.
- b. **PPG Meeting Day:** The last PPG meeting of 2024 will remain On Wednesday December 18th. All have agreed for meetings in 2025 to be held on a Tuesday at either 12pm or 12.30 (tbc). This will mean Practice Manager Karen S will be able to attend.
- c. **Water Dispenser:** Water dispenser signs are now up to direct patients to its location. The dispenser cannot be moved as this is attached to the mains.
- d. **No Smoking Sign:** This has now been purchased and erected next to the bench out the front of the surgery. We have no smoking stickers on doors and as these degrade, they will be replaced by laminated brighter versions.

- 7) **Performance Pack:** It was noted that DNAs were lower this quarter and the question was asked if we were still calling patients regarding their DNA's, this was noted by Cat D to be unmanageable due to time and staff available to do this. It was noted that we did call patients who are under safeguarding when they missed appointments.
- 8) **Patient Survey:** The results have improved with slightly more surveys having been completed this time compared to in April. We had positive feedback from patients especially commenting on the success of our new phone system that is now in place. EConsult is still not liked. The survey wording will be changed slightly when this is done again next year, and the PPG will be consulted to help with this.

New telephone System:

- On calling the surgery the first message you will hear states for any emergency conditions to call 999.
- A further recording will advise the patient for any routine appointment requests to use the econsult on the surgery's website.
- After this you will be given 3 options as below

Press 1 for Babies under 6 months/medical emergency.

Press 2 for cancellation.

Press 3 for reception.

When you call, if there are more than 5 in the call queue you will be given the option for a call back which then asks you to '**press 8**', this will in turn hold your place in the queue until it is your turn, and the practice will then call you back. The system calls 3 times then removes you from the queue. It was explained though that if you have an answering machine this is noted by the "telephone system" as being picked up by the patient so no further call will be initiated, and the patient will have to call back and join the queue again.

9) Any Other Business:

- a) **Online Services:** What percentage of patients have registered for online services? This will be investigated, and information fed back at next meeting. **Action:(JB)**
- b) **Surgery Chairs:** A few of these now have arms on which will help patients to safely manoeuvre.
- c) **Private Medical Work:** In reply to a question tabled by Rick S, via the Chair, Cat D advised the meeting that the surgery had limited capacity to fulfil Private Medical work requests due to staffing levels.
- d) **Social Prescriber:** An interest into what a Social Prescriber can help with, was raised. The surgery's Social Prescriber has been such a success there are talks to increase her sessions to meet demand. We are hoping to ask our Social Prescriber, Rachel Mahoney, to attend the next meeting to give a presentation to explain her role in more detail. **Action:(CD)**

The last meeting of 2024 will be held on Wednesday 18th of December at an earlier start time of 12.15pm. This is so we can enjoy a mince pie and a chat before the meeting starts. Dr R Hampshire, GP Partner will be invited to attend.