

Minutes of a PPG Meeting Held at 2pm on Tuesday 12th December 2023

Subject	Comments	Action
Present	<p>Practice: Dr R Loomba (GP partner), M Power (Practice Manager)</p> <p>PPG: Colin Hume (CH) Chair Barbara Stryjak (BS) Vice Chair. Barbara Green (BG) Minute taker. Anona Amis (AA), Danny Rybowski (DR) Marianna Rybowski (MR)</p>	
Apologies	Ajay Dogra, Basia Filzek, Jennie Rosenthal, Paul Engers, Pollina Chase, Vivek Jethani	
Introduction	Colin Hume opened the meeting and invited MP to provide an update on progress since the last meeting.	
Appointments	<p>MP reported the new appointments system was in place. Appointments were available to book online with a set number of appointments were kept back for issuing on the day. Generally, there were enough appointments to cover the morning rush and after with 90% of callers in the morning being given a same day appointment. The telephone wait time was down to an average of two minutes and positive feedback had been received from patients. However, trying to balance the mix of routine online and same day appointments was always a challenge as there was a finite number of slots available – a maximum of about 1,000 a month with 50 available on Mondays & Fridays and 45 on other weekdays. The practice was trying to be as efficient as possible with Saturday appointments available and also with other specialisms such as physios and a Physician's Associate. All to look after a patient roll of 8,550.</p> <p>DNA's (Did Not Attends) had dropped slightly in November.</p> <p>Further to the request at the previous meeting whether it might be feasible to create a function that allows patients to respond to appointment reminders with a binary Yes/No. MP had looked into this. Unfortunately, it was not possible. The appointment could only be cancelled.</p>	
Vaccinations	The Covid & Flu Vaccination clinic at the surgery had now closed for the year. Anyone requesting a vaccination was being referred to the area centre.	
Staffing	The staffing situation was more stable although the practice was still short of a permanent nurse. Dr Sandu had returned from maternity leave. However, there was a general level of	

	<p>sickness amongst the staff at the moment due to coughs and colds etc. Two maternity absences were expected in the New year but they should be able to cover these.</p> <p>From the PCN there should be an additional first contact physiotherapist starting with the practice in the new year. However, unlike the previous physio, they were not qualified to administer steroid injections, so patients would be referred to the hospital for this.</p>	
Website and NHS App	<p>MP had made the changes requested by the PPG. Posters had now been put up with links and QR code to access the website. More positive feedback had been received. AA suggested that a front page with positive/good news would be a welcome addition.</p> <p>DR said that he was still having problems using the NHS App for repeat prescriptions but this did not seem to be a universal issue amongst other PPG members.</p>	
Surgery waiting area	<p>The Blood Pressure monitor was working again and back in the waiting area. AA commented that the table was being used by those completing forms as well so it was sometimes difficult to use the monitor.</p> <p>The monitor screens were still problematic and the practice was looking to replace them with TV screens but siting the screens was an issue. The location of the current TV screen was not good so they were waiting for an engineer to discuss potential siting options.</p>	
Pharmacy First	<p>RL reported that A new scheme called Pharmacy First would be starting from January 2024. Pharmacists would be able to prescribe for seven conditions which included UTIs. Hopefully this would help relieve pressure on surgeries somewhat.</p>	
NHS Projects	<p>The practice had completed their project having: -</p> <ol style="list-style-type: none"> 1. Developed a new appointment system 2. Reduced messages 3. Reduced inappropriate actions 	
Future Plans	<p>This was a busy time of the year with no time for planning much before Spring and also wait for the next GP survey.</p> <p>CH asked for PPG's thanks be passed to staff. Practice outcomes had shown positive improvement.</p>	
Draft Patient Survey	<p>Continuity of Care: BS to forward a draft for PPG comment it could then be sent out around New year. Hard copies should be available at reception. a QR code could be added to it.</p>	BS & MP

Children's Play area	This had been withdrawn as due to infection control rules it would have to be cleaned every hour.	
Next Meeting	Tuesday 5 th March 2024	