

Patient Participation Group

Minutes of Meeting dated 18 December 2023 at Basildon Road Surgery

Attendees

Sarah Robertson (SR) - Abbeyslade

Also attended by 2 PPG Members

SR Welcomed PPG Members and thanked them for coming. Tea, coffee and sweet treats were offered!

We started by discussing the appointment systems at Basildon Road Surgery and the facilities that it offers, these include on line E-consultations, a Physiotherapist on a Thursday and Friday, A Mental Health Nurse once a week, Live Well Team once a week and an in-house Pharmacist. PPG Members agreed that the E-consultation system seems to work well and were happy with the services offered by Basildon Road Surgery. Sarah explained that by having these extra clinical staff members it frees up more time for face to face GP appointments.

We all discussed the results of the patient satisfaction survey and it was agreed that overall the feedback was rather positive. Sarah explained that 50 surveys were given out to 50 patients. A copy of the results are attached for you all view. Each section was discussed in detail. It was agreed that not all patients seem to be aware of the services that Basildon Road Surgery offers so Sarah suggested she could create a poster stating all services available at the surgery to put up in the waiting area and also on the website.

We went on to discuss the difficulties that some patients experience trying to get through on the phone system. Sarah informed everyone that the new phone system will be going live early January and we believe our patients will all notice an improvement once this is up and running.

We then discussed the process for new patients. Sarah explained that we are currently not able to accept new requests online however, this is something the surgery is hoping to introduce in 2024. Currently new patients will come in and complete a registration form. Once this form has been put onto the system the new patient will then be invited in for new patient medical with the nurse.

One PPG member suggested that perhaps we could have some sort of coat/bag hanger in the patient toilet so that bags and coats do not have to be placed on the floor. This is something Sarah will discuss with the Practice Manager.

Sarah finished the meeting by reminding members of the next meeting on Friday 12th January 2-2.30 in which Dr J Chand will join us. Sarah also suggested that looking forward to our next PPG Meeting at the end of March she would like to put the meeting out as both in person at Basildon Road Surgery and also possibly setting up a teams meeting in the hope that more members will be able to join. All members seemed happy with this suggestion.

Quick Over-View

Sarah will create a new poster to inform our patients of all services offered at Basildon Road Surgery. Once this poster has been approved by the Practice Manager Sarah will put one up in the waiting area and one on the website to ensure all patients are aware of the services offered by Basildon Road Surgery. – **COMPLETED AND ATTACHED**

Telephone System – **NEW SYSTEM INTRODUCED 10.01.2024**

Shortage of face to face appointments – Dr Jyoti has taken on extra appointments/sessions. With the other clinical staff listed above more face to face appointments are available.

Patients overall seem to be happy with the services that Basildon Road Surgery offers.

Sarah to discuss with Practice Manager a request for a coat/bag hanger in the patient toilet – **DISCUSSED AND AGREED, THIS WILL BE DONE IN THE NEAR FUTURE.**

Coat/bag hanger to be put up in patient toilet – **HAS BEEN AGREED AND WILL BE ACTIONED IN NEAR FUTURE**

E-consultations – it was agreed that E-consultations seem to be fairly easy and straight forward to find/use.

It was agreed that from the next PPG Meeting Sarah would try to arrange this via teams as well as in person at Basildon Road Surgery.

Another PPG Meeting to be held on Friday 12th January 2-2.30 where Dr J Chand will join us.