

**Forge Close Surgery Patient Group
Meeting Minutes
Forge Close Surgery
4 September 2024, 7pm**

Attendees:

Orla Penruddocke (Chair), Dr Ketan Patel, Debbie Barrett, Stanley Bradshaw, Joy Halligan (Secretary), Don Lockyer, Nicola Mushet, Harry Shannon. Denise Spencer was attending for the first time.

Introductions were made by those present.

1. Apologies for Absence

Apologies have been received from Tricia Bacca, Deirdre Bainbridge, Gail Hilder, Doreen Hobbs, Andrew Ramsay, Claire Smith & Wen Wong. David Piercy, Practice Manager, also sent his apology.

2 Minutes of previous meeting and Action Points

The minutes of the previous meeting on 21 May 2024 were agreed.

Action Points brought forward from a previous meeting were discussed:

- As reported at the February 2024 meeting, NHS Digital, which has overall responsibility for emails and websites, is not in favour of the Patient Group having a new email address so it had been agreed that Dr Mageson would set up a new Gmail account for the Group.
- Biographies of surgery staff on the website would be updated.
- Names of members of the Patient Group would be brought up to date.
- Minutes of recent meetings will be added to the website

It was agreed that all these matters will be raised with the new Practice Manager. Dr Patel added that a member of staff from the Hayes Wick PCN will be working to create consistency across the five surgery websites.

3. Dr Patel's Surgery Update

Dr Patel said that Dr Mageson is leaving the surgery at the end of September 2024, after a period of annual leave. A new salaried GP, Dr Anna Anthony Pillai, will be starting on 16 September. The surgery will then have 3 female Doctors and 2 male Doctors.

Five new part-time members of the admin team have been recruited to replace staff who have left. It's hoped that there will be more flexibility to cover for annual leave and sickness.

Dr Patel reported that from 1 April 2025 the Government is requiring all GP surgeries to use digital triage as a means of preventing the 8am rush for appointments. At present patients can make an appointment using the NHS App for a future date but under the new system, more urgent requests will be made by using the AccuRx Triage Service. If a patient has no access to a computer, the reception staff will complete the form on their behalf, if they phone or visit the surgery. The GPs favour a hybrid model of triage and telephone calls for those unable to use the online system.

There was a general consensus of concern amongst the Group members, that as the demographic of the practice is older patients, they might find this very worrying. It was also pointed out that patients nor PPG groups had been consulted about this change.

Dr Patel reported that AccuRx is a confidential online system, accessed via the surgery website. It will be possible to phone the surgery at other times of the day.

There will be more information about these changes at future meetings.

Items 4,5, 6 & 7 were brought forward from the previous meeting:

4. Latest CQC report for the surgery

There was a summary of the findings of the report, published in early 2024, on the website. It concluded that the question 'Are services responsive to people's needs?' required improvement. Dr Patel reported that 22 people weren't happy with the current appointments system as they preferred evening or weekend appointments. This has now been addressed by providing appointments at these times at other venues within the PCN.

5. Patient Questions, including raising awareness of Delerium

Debbie Barrett spoke about her personal experience of this condition. Her elderly mother was found to be suffering from it prior to her death in January of this year. Debbie had been unaware of it and wanted to raise awareness amongst the group.

Delerium is often confused with Dementia and can affect anyone over the age of 65, normally following a prolonged stay in hospital or a urine infection, especially in women. Dr Patel added that usually something physical has happened that causes the condition. It is possible to recover from it.

Orla suggested that it might be possible to obtain some information leaflets for the waiting room. She thanked Debbie for raising the subject and said that if any other members had an issue they wanted to raise awareness of, to let her know.

Orla raised an item on behalf of Doreen, who had mentioned that one of the Physiotherapists attached to the surgery had left and was asking what would happen to the patients she was seeing. Dr Patel confirmed that the physiotherapist was no longer in post. The second Physiotherapist is going on maternity leave soon. He said that the PCN (who employs the Physios) is aware of the situation but he will pick up with them with the question of the handover of patients when a staff member leaves.

Orla suggested it might be a good idea to arrange for someone from Hayes Wick PCN to come to talk to us. Dr Patel said the Practice Manager has meetings across different surgeries so might be a good person to talk to about this.

6. Communications, including noticeboard/leaflet rack for the waiting room

This is another issue for discussion with the Practice Manager.

7. Forge Close Talks

This will be brought forward to the next meeting.

8 Development of the Patient Group. Items to consider:

- **Change of name of this group to align with other Patient Participation Groups in Hayes Wick PCN**

It was agreed to change the name of this Group to the Forge Close Surgery Patient Participation Group (PPG) to bring it into line with the other Groups in the PCN.

- **Goals for the coming year**

This will be brought forward to the next meeting.

- **Highlighting the work of the Patient Group on Facebook via Hayes Life**

This will be brought forward to the next meeting.

9 Any Other Business

Don raised the issue of confidentiality about issues discussed within the Group. Orla replied that she didn't think we normally talk about sensitive issues but this would act as a reminder for us all to be aware of.

Orla said she planned to find a way to express our thanks to Dr Mageson, especially for his support for the Group, prior to his departure from the surgery.

General Action Points from the meeting:

Orla to raise with David Piercy, the Practice Manager, the following issues:

- The possibility of setting up a new Gmail address for the PPG and close the previous one.
- The surgery website to be updated with:
 - biographies of more staff members
 - copies of the minutes of recent Patient Group meetings
 - an updated list of names of members of the PPG
 - clearer text for repeat prescriptions via email
 - removal of the Friends & Family Test section
 - mention of the availability of some evening and weekend appointments with a GP at alternative locations
- The possibility of inviting someone from the PCN to talk to the Group.
- An updating of the display material in the waiting room.
- The possibility of circulating details of collated feedback a week or so before each meeting, as Dr Mageson had done previously.

Dr Patel will feed back to the PCN the concerns expressed about the apparent lack of Physios at the surgery in the near future.

Next meeting: Tuesday 3 December 2024 at 7pm at the surgery.