

Notes from the Patient Group Meeting
Held via zoom conferencing
January 18th, 2023 at 10am

Welcome and Introductions

There were 5 attendees including Jenni Rodgers, Chair, Maria Newey, Vice Chair and Hannah Matheson, Practice Operations Manager

There were two apologies including Val Newey, Vice Chair

Next Patient Group Zoom Meeting will be held on Wednesday, February 22nd, 2023, at 10am.

Notes from the last meeting were read and approved.

Chair's Report

Chair asked whether patients could still send emails to the practice. Hannah reported that in future all communications with the practice will be either via the website or by printing a letter and then posting/delivering it to the practice.

Chair reported that a recent visit to the practice had been good and reception staff friendly and helpful, but requested that name badges could be worn more visibly.

Practice Report from Hannah

The practice is now using a programme called Accelerate which looks at how general practice deals with the increased workload since the pandemic. The practice currently receives 300 e-consults and about 1600 phone calls a week and patients attending in person is now even more popular.

The practice is checking the workload and how best to get on top of a few things and make all the processes a lot smoother. The phone's greeting message requests that between 1.30 and 3.30pm patients should call in about their test results, prescriptions etc., but because there are not so many personnel answering the phones during this period there's been quite a few complaints about the callers' waiting times. The good news is that there's now full capacity of personnel answering the phones early in the morning and the waiting times have since dropped to an average of about 20mins.

The Patient Group has been asked to make some 'mystery shopper' phone calls to monitor and feedback their waiting times to practice.

Currently, the make-up of SCP's population isn't properly represented within the Patient Group. There are 11,758 patients in the practice and the average age is 39years. There is 50% white ethnic, mixed 5%, Asian 12%, Black 18%, other 2% and 11% are not recorded.. Hannah asked what ideas would make our PG more representative of our patient population.

It was suggested that a text to all patients is circulated with information about the usefulness and benefits of the group, including a survey to find out what would encourage patients to become interested in the Patient Group.

It was also suggested that meetings could be held at different times and days of the week to encourage the younger and working population to join in.

AOB

One member reported that within the last two weeks she'd experienced a much quicker waiting time when phoning into the practice. She managed to get a GP appointment much quicker and also had a face to face appointment with the physio much quicker

Chair asked about the Friends and Family Test results and Hannah said that generally patients were sending in positive reports. A member of staff also deals and responds to Google reviews.

Chair thanked all those for attending and the meeting ended at 10.25am.

The next meeting will be

February 22nd, 2023 at 10am

The above notes were compiled and published on January 19th, 2023

