

**MINUTES OF A PATIENTS REPRESENTATIVE GROUP  
MEETING HELD ON 1 FEBRUARY 2023**

Present: Sheila Drury (SD) (Chair), Perry Anderson (PA), Brian Bell (BC)  
Janet Copeland (JC), Dave Dopson (DD), Jane Green (JG) Jan Leftley (JL),  
Pat Osbourne (PO),

1/2	<p><b>Welcome and Apologies.</b></p> <p>Apologies received from Lesley Marginson</p>	
3.	<p><b>Minutes of the last Meeting &amp; Matters Arising</b></p> <p>The minutes of the meeting held on 5 October 2022 were not discussed.</p>	
4.	<p><b>Patient Survey Results</b></p> <ul style="list-style-type: none"> <li>• Compliments &amp; Complaints</li> </ul> <p>PA advised a practice meeting was held to discuss compliments and complaints. There were 88 written or verbal complaints received between December 2021 and November 2022, 6 up on the year before. There were 12 instances of delays from the laboratory doing blood tests, this meant the practice had to check all requests over a 3 week period. A different laboratory is now being used.</p> <p>There were found to be 2 trends:</p> <p>a) Appointments (complaints more than doubled) The practice is currently taking 50 GP appointments a day and 50 acute appointments. PO asked whether the delay in patients being seen at hospital, and hospital appointments being cancelled, were adding to pressure on the practice. PA replied this was certainly not helping, nor the fact that patients are sometimes being discharged from hospital too early. Patient numbers are also continuing to rise, with 700 new patients registered since 1 February 2022.</p> <p>b) Reception Team. Customer Service training was given to the reception team in January.</p> <p>13 Code of Conduct letters were sent to patients last year for disrespectful or aggressive behaviour towards staff.</p> <ul style="list-style-type: none"> <li>• Friends &amp; Family</li> </ul> <p>6-800 text responses are being received a month with 97% saying they would recommend the practice. 2-300 follow-up comments are being received a month. Over the course of the year, 25000 “good” comments were received.</p>	<p><b>PA</b></p>

	<ul style="list-style-type: none"> <li>• National Survey</li> </ul> <p>Results were discussed with the group. We are currently in the top 12 in West Sussex. Overall, the partners are satisfied with the results, even though we are down on positive results in a couple of areas.</p> <ul style="list-style-type: none"> <li>• NHS Choices/Google Reviews</li> </ul> <p>PA outlined NHS Choices and explained the practice has a legal obligation to respond to any complaints left on this website. 80% of comments posted were satisfied and happy.</p> <p>CQC (Care Quality Commission) is using “soft intelligence” to see whether there are problems with a GP practice, e.g. Google reviews and Facebook. PA has to respond to all comments.</p>	
5.	<p><b>Appointments</b></p> <p>PA will be holding a meeting with the local commissioners, ICS (Integrated Care System), to see whether our patient list can be capped. He is not hopeful this will be approved.</p> <p>The practice couldn't recruit a new GP last year, only one suitable candidate applied and they chose a position closer to where they live. The practice has increased the number of Physician Associates to 3 and, as their training progresses, they will increase the number of patients they can see.</p> <p>Dr Wykes is currently on maternity leave and her appointments will be covered by Dr Proctor, Dr Williamson and Dr Khybers.</p> <p>Options for increasing the number of consulting rooms is discussed in the next item.</p>	
6.	<p><b>New Build</b></p> <p>PA advised that the cost of labour and materials has doubled since 2017/18 and the NHS is no longer willing to fund the new build. Consequently, he is having a meeting with the developer and local council later today to request a pause for a year whilst an appraisal of options can take place.</p> <p>More cost-effective options are being looked at that could be implemented reasonably quickly:</p> <ol style="list-style-type: none"> <li>a) Creating a new consulting room upstairs at Pound Hill by converting one of the admin offices</li> <li>b) Transforming the downstairs admin office into 2 consulting rooms</li> <li>c) At Copthorne, potentially adding a consulting room to the waiting room area and moving admin out.</li> </ol>	
7.	<p>Date of next meeting</p> <p>We will revert back to holding meetings every 3 months and PA will advise the date of the next meeting.</p>	<b>PA</b>