

**MINUTES OF A PATIENTS REPRESENTATIVE GROUP
MEETING HELD ON 21 JUNE 2023**

Present: Perry Anderson (PA) (Practice Manger), Megan Birch (MB), Janet Copeland (JC), Dave Dopson(DD), Sheila Drury (SD) (Chair), Jan Leftley (JL), Pat Osbourne (PO),

Action

1/2	<p>Welcome and Apologies.</p> <p>Sheila welcomed all the to meeting, in particular our new member, Bob Cooper.</p> <p>Apologies received from Lesley Marginson and Brian Bell.</p>	
3.	<p>Minutes of the last Meeting & Matters Arising</p> <p>Perry advised that since 1 December 2022 until now, 50 complaints have been received; these are a mixture regarding appointments, reception and miscommunication.</p> <p>During January and February there was huge demand for appointments following the Strep A situation and the decision was taken to take on-the-day appointments offline. This put an extra strain on answering calls, the maximum number of calls the system can keep on hold is 50. Currently there are 10,700 patients registered for online services and when online booking is reinstated it will be for telephone appointments only.</p> <p>Dr Wykes will be returning from maternity leave on 11th August which should improve appointment availability.</p> <p>The 3 Physician Associates (PA) now see 6 patients per session and by October/November should be up to 10/12 per session.</p> <p>Francis Court care home has now closed, this will bring back in-house 2 GP sessions per week. Jan advised that a 78 bed care home will be built in Cophthorne but no plans have been seen yet.</p> <p>Perry confirmed that the facility for patients who moved outside of our boundary, but stayed relatively close, to be able to stay registered with the practice, has now been stopped. The practice currently has 16,350 patients registered.</p>	
4.	<p>Digital Services Initiatives</p> <p>Perry introduced Megan Birch who is the Digital Transformation Lead and works across several GP practices in the area, usually working at PHMG on Fridays.</p> <p>Megan explained that her work includes updating websites, reviewing the text system and future digital services. Specifically for PHMG her work includes:</p> <p>a) Targeted patient groups Identifying certain groups of patients who may have extra needs to better look after these needs. Recently, a text message was sent out to patients asking whether they were veterans and, if so, to let the practice know. An excellent response was received and 200 patients have had their records updated so that clinical staff can offer signposting to further services as required. There is no priority booking of appointments.</p>	

	<p>Future groups will include LGBT+ and patients with dementia and their carers - staff will be trained to be Dementia Friendly.</p> <p>b) Online surveys Liaising with the Virtual Patient Group and Megan advised that there are now just under 1,000 patients signed up. Invitations were sent to patients who were selected at random to reflect the right proportion of different groups, e.g. gender/age etc. Bob queried whether older people, in particular, were able to respond as many would not have access to a smart phone or computer. He also wondered why when asked for feedback following an appointment after entering 1–5 on how you rate the practice, you are then asked why you put this.</p> <p>Megan said that when targeted surveys are sent out the practice can measure the responses and learn from them. The present system only allows batch messages to be sent to mobile phone numbers.</p> <p>Perry explained that it is a legal requirement to carry out these types of online surveys, every health provider has to comply. Megan correlates the results and Perry uploads them to the NHS website. These are viewed by the local Commissioning Group and published on NHS Choices.</p>	
5.	<p>Infographic – monthly email</p> <p>Megan showed an infographic which gives a monthly snapshot of what is happening in the practice. These will be posted on the waiting room notice boards and will be emailed out to the PRG on a monthly basis.</p>	MB
6.	<p>Patient surveys</p> <p>a) Online surveys– see 4b) above.</p> <p>b) National survey – Perry gave a presentation and discussed the results in more detail. Comparison was made against 2 local practices in addition to the National results and those from the Integrated Care System (ICS) which has replaced the Clinical Commissioning Groups.</p>	
7.	<p>CQC audit It was agreed that as the practice is so busy at the present time, mock CQC inspections will be postponed.</p>	
8.	<p>Staff In August 4 trainee GPs will be joining the practice – 2 full time and 2 part time.</p> <p>Perry is being creative with the use of space, with GPs and PAs (Physician Associates) doing triage and telephone appointments from home, thereby freeing up space for face to face appointments.</p> <p>As mentioned previously, Dr Wykes will be returning from maternity leave in August and Dr Procter and Dr Kypers are carrying out 2-4 sessions per week.</p> <p>Jan asked why it is so difficult to book a return visit to see a specific doctor when that doctor has asked a patient to book a follow-up appointment to see them. Discussion took place around the problems faced by patients in these circumstances when you have to phone in on the day and hope to get an appointment with the relevant doctor, who may not be available. Perry said that appointments cannot be pre-booked and that the only option was to phone on the day. Sheila felt this seemed an inefficient use of both the patient's and different doctor's time. It also lacks continuity of care.</p> <p>Nurse Giselle who retired at the beginning of this year also carries out locum duties.</p> <p>The practice Reception Manager is on maternity leave.</p>	

	<p>The 3 PAs are being trained to do steroid injections and 1 is being trained to undertake minor surgeries. Sheila wondered why the PAs are not included under Staff on the website. Megan will add them.</p> <p>Perry is happy with current staffing levels.</p>	MB
9.	<p>Copthorne update</p> <p>Perry gave a brief background to Bob on the Copthorne new build and the reasons behind the decision to place the project on hold.</p>	
7.	<p>Any other business</p> <p>a) Jan asked whether there was a system in place where if the practice hadn't heard from patients over the age of 75 for over a year a review was requested. Perry will check and report back at the next meeting.</p> <p>b) Bob asked what our catchment area is and Perry advised this is available to view on the website.</p> <p>c) Sheila wondered whether the date could be added to items under the News section of the website as this would make it much clearer to see what was still current. Megan said she would add.</p>	PA MB
8.	<p>Dates of next meetings</p> <p>It was agreed that as this meeting had been delayed, our next meeting would be in October.</p> <p style="text-align: center;">Wednesday 18^h October 12 - 2pm</p> <p style="text-align: center;">Wednesday 6th December 12 -2 pm</p>	