**Minutes**

**Patient Participation Group**

**Wednesday 28 June 2023 3.30pm**

Apologies: Mary Ferrand, Chris Coke, Sandra Berry

Present: Chris Neish, Janet Harry , Megan Warsop, Peter Snell

1. Chris Neish our latest PPG member, introduced himself as a patient of some 35 years plus. He has a background in marketing and worked at the Dept. of Health.
2. As we were a little light, we discussed our current set up. Our telephone system was the cause of many complaints and having replaced it the new system has reduced the number of complaints dramatically. It is not without fault though – both Chris and Jan giving examples where the call back request does not seem to work.

Attracting new GPs has become much more difficult. There are fewer and their expectations have changed. Many GPs will only work as locums which present problems financially (they are very expensive) and the patchy demand for locums does not help continuity of care. Once employed by us though, we have a good track record retaining GPs. The 2 registrars training in the practice will both be joining us at the end of their education (in August) to become GPs here at the Groves.

The NHS through the PCNs have increased the ARRS roles – namely Physician Associates, Pharmacist Practitioners, Advanced Clinical Practitioners, Social Prescribers and First Contact Practitioner. We discussed whether it best educate or inform our patients of these new roles. Whatever method or mixture is used, the primary aim will be to reassure patients that they are using the most suitable clinician to solve their issue.

1. The pandemic has certainly challenged us as a business and the service we provide. Perhaps the most obvious change has been the demand for access to clinicians from patients. Patients were reluctant to attend the surgery and GPs have reported a common trait of patients presenting with several problems. Patient’s also have a much greater expectation to get what they ask for immediately - expecting an appointment and treatment immediately. We think this derives from the ability to order goods and services from phones, and receive them within minutes.

As patients’ expectations have increased, so has pressure on our clinical space. We have appointed an architect to draw up plans to increase the number of clinical rooms. We hope to then get planning permission in time for a funding bid to build an extension.

1. There are then a number of challenges that the business is facing. We discussed the succession plan to prepare the partnership for the retirement of some senior partners. The partnership has been reorganised to help develop the future leaders of the partnership and help the business to meet the future within the NHS. We are already using more of the new ARRS roles introduced recently, and this has helped to maintain the volume and variety of appointments available to patients.

With the demand for appointments high, we want to get the patient to the right clinician. We will use some form of Artificial Intelligence through Rapid Health our online triage system. This will help the reception team signpost patients to the clinician best suited to deal with their problem.

We have investigated the possibility of moving GP appointments from 10 minutes to 15 minutes. We are still validating data from a GP that was doing this over the last 3 months.

1. We finally spoke about the role that the PPG plays in the practice. Jan was telling us that the PPG in the past would do a lot of activities from quiz nights to patient information evenings. It is the PPG that should drive what they consider to be important to them.

We all agreed that we needed new members with perhaps energy that they would be happy to use helping to develop the Group.

To conclude as the turnout was low, we will have another meeting on Wednesday September 13th at 4pm. Peter and Megan will publicise this meeting and recruit new members.

Some numbers for you:

Registered Patients: 17494

Appointments in May: 7293

Of which : 54% were in person, 49% booked on the day, with 5612 patient encounters with GPs , 1943 with a Nurse, 2251 with other healthcare professionals.

In May 6877 telephone calls were answered.