

THE MEADOWS SURGERY

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD AT 09.30 AM ON WEDNESDAY, 26TH APRIL 2023

Present: Louise Brown, Wendy Jeffs, Pauline Wright, Susan Stamper, Marion Grey
Jenny Delaney (Practice Manager), Penny York (Care Coordinator),
Alan White (Paramedic),

1. Apologies: There were none

2. Welcome.

Louise welcomed everyone to the meeting & was pleased that Alan White could attend.

3. Minutes and matters arising:

The minutes had been circulated and taken as read. There were no matters arising.

4. Practice Manager's Report:

Jenny Delanie reported on areas of concern, namely :

(i) Patient Message

Jennie advised that the message to patients about being more than three minutes late for appointments had been discussed at the clinical meeting and will be retained. However, there will be exceptions such as (i) if a patient telephones to say they are stuck in traffic that will be accepted; ii) if the patient has a mental health issue or iii) a very urgent need then they will be dealt with sympathetically. Maintaining patient safety would always be key.

ii) Clinical Telephone Call Alert

With regard to giving patients advance notice that a clinician would be contacting them by telephone, Jennie reported that it was not always possible to give an exact time. However, all efforts would be made to ensure this is convenient to both parties. **Action: Jenny.**

iii) Staffing

Jennie reported that there had been no staff changes but one of the doctors was on a four week holiday which had impacted on appointments.

(iv) Reception

Jennie outlined the process in place for handling calls from vulnerable patients. If the receptionist suspects that the call is from a patient suffering domestic abuse & the abuser was present, then they would ask the patient to remain silent & to cough in response to questions.

With regard to abusive patient behaviour either in person or during a telephone call, Jennie confirmed that standard practices are in place. She also confirmed that procedures are being streamlined to ensure efficiency & shorter calls..

(v) Appointments & DNA Cost vs. Cancellation

Jennie had recently carried out an appointments audit & reported that there had been a total of 903 appointments in one week alone.

The issue of Did Not Show (DNAs) and costs vs cancellation was discussed. It was agreed that patients are made aware of :

- (a) the cost to the Practice of missed appointments ;
- (b) the importance of cancelling when they cannot attend

(d) cancelled appointments could be released & offered to other patients.
Jennie agreed to review the DNA issue to identify how 'no shows' could be reduced.
Action : Jennie to research options & report back at the May meeting

(vi) Formal Complaints

In her summary Jennie advised that 3 formal complaints had been made, investigated and upheld. There had been two minor complaints but they were mainly grumbles/frustration issues.

Jennie advised that if an email is received but with no specific details it will be answered within three days and dealt with within twenty eight days.

5. Walking for Health & U3A

This is work in progress. Pauline reported that U3A have taster sessions which people can try twice before signing up for membership which is £20 per annum. Pauline will email the link so that it can be advertised by the Practice. **Action : Pauline**

6. Website / Facebook

Jennie confirmed these are constantly monitored & updated with the local Well Being activities and important Practice news. **Action : Jennie**

7. Waiting Room TV Screen

Whilst it was recognised that an outside supplier is used for the content of the TV screen in Reception It was agreed by all that this medium be used more to promote Well Being, Coffee Mornings & all other important Practice information. Jennie agreed to pursue this.

Action : Jennie

8. Coffee Mornings

Penny reported that the Bereavement group meeting had been attended by two ladies who had welcomed the opportunity to speak and share experiences. In this regard it had been successful & PPG members agreed that all Coffee Mornings be promoted on the big screen in the waiting room.

The Veterans' event would follow this meeting & Alan outlined the importance of working with the Veterans to meet their special needs. The idea would be to host a Veterans' Coffee morning on a regular basis to encourage the well being of this group. **Action : All**

9. AOB.

i) Alcoholics Anonymous

Louise reported that at the last meeting of ENPA (East Northants PPG Association) it was confirmed that a speaker from Harborough Field practice would be giving a talk on the work of Alcoholics Anonymous at the next ENPA meeting on 1 June. Louise agreed to share the information & check if the talk would be of benefit to the Practice. **Action : Louise**

10. Date & Time of the next PPG Meeting

09.30 am Wednesday, 31 May 2023

There being no further business the meeting closes at 10.20 am in readiness for the
Veterans' Coffee Morning

**Future 2023 Meeting Dates for the Diary :
12 July, 25 October, 15 November, 6 December**