

THE MEADOWS SURGERY

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD AT 09.30 AM ON WEDNESDAY, 8th MARCH 2023

PRESENT:

Practice Team : Penny York (Care Co-ordinator)

PPG Volunteers : Louise Brown (Chair), Marion Grey, Wendy Jeffs, Susan Stamper (Secretary), Pauline Wright,

APOLOGIES : Jennie Delaney (Practice Manager)

1. Introduction. Louise welcomed everyone to the meeting and thanked Marion for agreeing to be time keeper.

2. Review of Minutes & Matters Arising.

The Minutes of the meeting held on 23 January 2023 were reviewed. There were no matters arising. Jennie Delaney had requested a minor modification to *item (1)* of the previously circulated Minutes. **(Action : Susan to correct & forward to Louise for circulation)**

4. Practice Manager's Report:

Penny York presented the Report in Jennie's absence.

i) Staff. There had been no staff changes

ii) Reception. There is now an additional telephone line going directly to Penny between the hours of 8am and 9am to reduce the pressure on the reception team during this especially busy time. Jennie had implemented a 'best practice' initiative and every computer screen now has a card highlighting how a call should be answered. An additional screen has been added which enables reception staff to work more effectively especially when booking Hub appointments.

The ansaphone message has been updated with more information & to advise callers that the Practice operates a zero tolerance policy against aggression and verbal abuse. .

iii) Appointments. There were 3,617 appointments dealt with in February which included telephone consultations as well as face to face.. Despite being sent reminders, 83 of these patients were DNAs (*did not show*) which equates to ca.2%. Most of these DNAs related to patients with mental health issues. Patients who miss their appointments are contacted and rebooked. Alan White, the paramedic, works with patients who have mental health issues.

It was suggested that patients are made aware of the cost to the Practice of missed appointments and to cancel when they cannot attend in order that the appointment can be released to another patient. **(Action : Jennie to research options & report at next meeting).**

In some cases Patients may be offered appointments at the Hubs (The Cottons & Harborough Fields) by Reception and the additional screen helps when booking these.

iv) Website. This has now been updated and Louise requested that it is kept under regular review & amended as and when appropriate. **(Action : Jennie)**

v) Complaints

PPG members were delighted to learn that there had been 0 formal complaints during February. This achievement was hailed as a fantastic victory and a direct result of the diligence of the Practice Manager and the team. Penny was requested to pass on well done messages to all at the team meeting following this PPG meeting. This was the first time since the inception of the PPG that 0 complaints had ever been achieved & PPG members were keen for this trend to continue.

Action : Penny to pass on thanks to all at the team meeting & Louise to write to Jennie.

vi) Surgery Communication

Penny advised that a dedicated Facebook page has been set up. It started on 1 March with 76 hits, now has 392 as at today's date & is being frequently shared. The Facebook page is closely monitored and Practice news is regularly added. So far there have been no negative comments.

viii) Tuesday Drop In for Over 64s & Vulnerable Groups

The Tuesday morning Drops In sessions have not been going too well of late. Progress has yet to be made with The Veterans Group. It was agreed that Alan will be contacted to liaise with the Royal British Legion for the proposed inclusion of Veterans & for a report to be made at the April PPG meeting. **Action : Jennie/Penny to pursue with Alan**

5. AOB

i) 'Walking for Health'. Marion gave a summary of Walking for Health & showed the meeting her membership card highlighting details. She requested that the Practice makes contact with the organisers and for the details to be added to the Website. Pauline agreed to contact the U3A. **Action : Jennie & Penny to progress. Pauline to discuss with U3A.**

ii) Patient Message. It was unanimously agreed by the PPG that the insensitive message warning patients that they would miss their appointment if they were three minutes late be discontinued, not least because patients are often kept waiting for 20 minutes by the doctor. The point was also made that patients often travel in from outside Thrapston & delays can & do occur. **Action : Jennie / Penny to raise at the team meeting.**

iii) Clinical Telephone Call. PPG members requested that patients are pre-warned that someone would be calling them to discuss their medical issues or medication so that they could be better prepared. **Action : Jennie / Penny to raise at the team meeting.**

iv) Community Care. Issues regarding District Nurses were discussed, particularly availability & the attitude of some. PPG members were pleased to know that the nurses at The Meadows are very good. It was also noted that Alan is out in the community and carries out care home checks every week.

6. Date & Time of the next PPG Meeting

09.30 am on Wednesday, 9 March 2023

There being no further business the meeting closes at 10.20 am

Future 2023 Meeting Dates for the Diary :

31 May, 12 July, 25 October, 15 November, 6 December