

**STOURPORT MEDICAL CENTRE**  
**INTERIM PATIENT PARTICIPATION GROUP**

**26 January 2023**

**13.00 Meeting Notes**

**Stourport Medical Centre Board Room**

PPG Members Present:, Jo Dillistone, Richard Collie, Tim Berry, Chris Evans, Colin Farlow, Trish Wheal, Tony Gavin, Jackie Griffiths, Liz Bloomer, Kathy Russell

SMC staff present: Donna Davies, Katie Warrington, Dr Seb Morton

Apologies: Beryl Talbot, Christine Farlow. Resignation: Angela Coombe,

- Welcome and Introductions
- Notes from last meeting – agreed as a reasonable note of meeting.
- Update on new appointments process – Donna reporting
  - ongoing development in this area but there are now more face to face appointments available and some receptionists are able to book directly into them if they feel a Doctor's appointment is necessary.
  - In the old process patient phoned in and were offered next routine appointment. If that not good enough they were put into duty doctor's list.  
  
In the new process patient phones in and offered next routine appointment. If that not good enough a link is sent for completion which is then seen by a doctor who decides if the patient needs to be seen urgently or whether other options are available.
- Issue with booking blood tests on line. So many inappropriate tests were being booked this has been stopped but you can ask for one via website where it will be reviewed before booking.
- Operational statistics – ACTION: DD to pull off annual volumes on website and facebook traffic, phone statistics and record of appointments wasted – DNAs. Question as to whether there is a possibility of doing a survey of those who DNA to try and find out why.

Short discussion about fining say £10 for DNAs. Probably not as the collection, monitoring, audit etc would cost more than the revenue. But texting to find out why may be an option??

Short discussion about the best route to book an appointment. Available phone, NHS App, Patient Access, AccurX. The more we can get online the better for the operation of the practice. Different practices have different processes eg Hagley have a post 6.30 pm message pointing patients at out of hours providers.

- Covid and Flu update – Covid jabs now being done centrally for WFHP. Vaccines being ordered when there is sufficient demand to minimise wastage. Flu jabs being finished at end of February. All targets have been met and exceeded.
- WFHP update
  - SMC receptionist recruitment successful and they are settling in well.
  - Nursing Team – Now have 5 HCAs, a new nurse is starting next month, Debbie, diabetes nurse, is retiring but returning on reduced hours.
  - GP Team – Dr Brodie gone to Kidderminster, Dr Caldwell joined – an experienced GP from Worcester, and Dr Martin. GP assistant role now set up and appears to be working well. 2 Physician associates are also now here.
  - 3 Pharmacists and two pharmacy technicians now here and working well.
  - There is a blood centrifuge on site now which will improve throughput of blood tests and results.
  - Severn Trent still have issues with foul water in the car park but have instituted a temporary fix which seems to have helped.
  - Snagging on building – ongoing but Jim, Site Manager for developers, is very good and being very helpful.
  - Self check in machines are now here but do not work properly. It seems to be an EMIS issue and they are working on it.
  - Staff morale has improved a little since the very dark days of December and early January. Demand has fallen slightly.
- Discussion about the changes to the Terms of Reference of the PPG being brought in by dictat from WFHP centrally. Lively debate but key points which will be fed back to Clare Nock by TB
  - Agree in principle that all practices in WFHP should have same ToR but disappointment about it being dictated rather than discussed before imposition.
  - No mention of Virtual PPGs
  - The Church street quotes visible in our ToR show a very low low threshold of quality control
  - Resignations from PPG in writing to site manager is inappropriate and contrary to national guidance. This should be to Chair of PPG who will deal with it.
  - To regularise PPG we need to have a vote for Chairman and two Vice Chairs at next meeting and remove Interim from the title. Nominations for roles to Chloe Hodgkinson please. If a number for each we will take a vote with simple majority deciding.
- Next meeting 23/03/2023 13.00 in SMC Board Room.