**Aylmer Lodge Cookley Partnership PPG meeting**

**Tuesday 16th July 2024 2pm**

**Hume Street Medical Centre**

**Attendees: Barbara Pugh, Barry Hibble, Sheila Try, Audrey Jones, Carol Hinett, Sheilagh Ravenscroft (Chair), Steve Ravenscroft, Lisa Benton (Practice Manager), Sue Knowles (Deputy Practice Manager)**

**Apologies: John (Secretary)**

**Approval of previous minutes**

**No matters arising from previous minutes.**

**Lisa Benton**

* **Thanks to Sheilagh (Chair) and to John (secretary), for putting their names forward.**
* **We have some new nurses. Diane who is an ANP, Courtney who is a student nurse and will be qualified in November and Leah who is our new diabetes specialist nurse.**
* **We have an advert out for a new salaried GP. We are currently using some locum doctors to help with the summer holidays.**
* **We have had the results of the national patient feedback survey. 258 surveys were sent out and only 102 replied, which based on our numbers is only 0.6% of our patient population.**

**The results can be seen on the NHS England website. Our main concern from this feedback, is only 17% of patients found it easy to make contact via our website. We will look at making this more visible and obvious. Sheila used our website recently and was very happy with the quick response she got.**

* **We will in the future, be looking at using an AI chat bot which will speed up response times.**
* **Telephones – our waiting times have reduced from 6 minutes to 3 minutes 9 seconds which is good news.**
* **Friends & Family – we had 102 responses for June.**

**80 of those patients were ‘very likely’ to recommend our GP practices to friends and family.**

**78 of those patients rated their last experience of our service as ‘very good’.**

* **Car park – due to the increasing frustration with the lack of parking and the increase in accidents, we are now using an outside company to monitor the car park. Camera’s now cover the car park and there is a set time allowed for each visit. The time allowed is more than ample for all appointments including visits to the pharmacy afterwards. Sheila was concerned that the signs were too high, but it was agreed there was enough signage. There is more information on our website.**
* **Bicycle storage – this has been vandalised twice and has been previously left in a dangerous condition with broken Perspex left scattered around. It has been decided this will not be repaired again.**
* **To raise the profile of the PPG we will look at advertising more on reception, with posters and leaflets both here at Hume Street and Cookley surgery.**
* **Future health events – Sheilagh has agreed to contact Onside and see what events they have to offer. Their website is very informative.**
* **Antibiotic guardian – we will be pushing this.**
* **Newsletter – we had discussed this previously and John expressed an interest in producing this.**
* **Pharmacy First – to ask Cohens if they would attend the next meeting to talk about this and we could include this in the newsletter.**

**Diane Sadek ANP**

**Diane gave us a talk on her role as an ANP**

**ANP’s can prescribe and happily see patients with coughs, colds, chest problems, abdominal pain amongst other things. This free’s up our GP’s to see more complicated issues. Also, the ANP appointment is 5 minutes longer than a GP’s and the feedback about this from patients is that they feel more comfortable and less rushed. Diane only started with us at the beginning of July, and she has said she feels she has settled in nicely as the patients and staff are lovely and she feels much more relaxed.**

**Our receptionists are trained in care navigation and ask a set of scripted questions which enables them to send patients to the most appropriate clinician, which quite often is an ANP. (If a patient absolutely insists on seeing a GP then we would not refuse this, unless the reason was totally unsuitable.)**

**National Association Patient Participation NAP**

**Membership has been paid by the practice. Sheilagh will log in and have a look at the website. Barbara went to their annual conference several times in the past and found them very useful.**

**Lisa will check if they still meet quarterly at the hospital.**

**AOB**

* **Lisa will organise a meeting with our new Chair, Sheilagh and our new secretary John.**

**Date of next meeting: Tuesday 15th October at 2pm**