

The Beeches Medical Practice
PATIENT PARTICIPATION GROUP MEETING
Tuesday 24 May 2022 – 4:30 to 5:30pm
at Christ Church, Bayston Hill (in the foyer)

Minutes

1. Present: Nicky Perks, Terry Seston, Maggie Hitchens, Dolores Vaughan, Mark Underwood, Clare Shaw (Parish Council) Edward Marvin, Valerie Collard, Tracey Hanan (minutes)

Apologies: Tony & Nikki Fox, Anne Chalkley

2. Agenda:

TS we will deal with AOB first and deal with item 5 last

8. AOB

EM regarding communications, virtual arrangements.

Blood test results not advised routinely, doctors will only contact patient if results require it.

Patient can ring reception or sign on and see their results, if they wish to discuss a face to face or telephone consultation can be booked through reception. EM would like better communication of what will happen, clarity of communication vital.

Lack of connectivity is an element of dissatisfaction

TS Problem with phone system, first in queue but waited 15 mins on phone

NP we have reported the problem and hope to get it resolved, other practices are also experiencing problems.

NP distributed list of room shortages and statistics

We now have a PA but are experiencing increasing problems with room shortages.

Lots of new staff as part of PCN, paramedics pharmasits etc to make a better experience for patients, but dilemma is we have nowhere to put them.

Dashboard of appointments from Apr 4 to may 1st, we have 6758 patients registered during this period, 2906 appointments, 1929 were face to face and 1606 were on the day. 68 people didn't attend (we send text reminders) of the 2906, 1407 are doctors' appointments, other sheet shows year on year statistics

It was suggested that we should share this information on screen in reception and also in village magazine and on facebook. **Action:** NP will look into it

From May 3rd we have increased face to face appointments drastically, no telephone triage now, in a month's time these figures would be larger. Since Christmas have suffered more

than ever sickness, lots of covid, one week 8 members of staff sick, has had a significant effect on telephone answering.

EM Dorrington, capacity is at 50% capacity

NP we are aware, we only open pm on a weds, we don't have the admin staff to do more. We have adverts out for apprentices, have had 1 application (been on line since April, dispenser job and admin jobs we cannot recruit, other practices having the same problems, not sure why, media? Nobody applies, looking at doing promo in Darwin centre on sat for recruitment and will also advertise in Shropshire Star

3. Minutes of last meeting:

Minutes of the meeting on 2 November 2021 were accepted with no amendments

TS Gill was with us many years, cannot let it go without a thank you,

Action: TS will send flowers and a card as a thank you, will speak to Nikki

6. Update from NP/KR

Flu injections – NP it won't be long before we start again

If someone comments that they are not happy, please ask them to speak to NP so she can address the issues rather than people complain to others. Receptionists are really good at asking for the correct info. It is important that reception ask all the questions so that patients get to see the right person and for the right amount of time. All info is treated confidentially. We have physios, mental health, social prescribers – receptionists can direct patients straight to these people rather than through doctors. Receptionists have been in tears when people were shouting at them several times recently.

Text back option to give feedback - link not working. **Action:** NP will investigate

4. Actions from last meeting:

All actions from last minutes done, will continue to meet in Christ church rather than Beeches

5. Provision of health services in Shrewsbury:

Regarding consultation, EM is zooming 6pm Thursday health and wellbeing welfare group MU will attend face to face consultation early next week Having read the report, it makes a good case for hub, concern is about accessibility. We need to try and influence as much as we can what goes into the hub. Are practice in agreement with what has been proposed?

NP 6 practices are involved, for Beeches we have no space so we have no option, if we could have money to build in village we would do it, we want patients to come to us and not have transport issues, to provide service patients deserve without being left behind, we have no choice. There is no funding other than the hub

NP had meeting today with head of CCG all practice managers have said that the communication needs to be better. Hub has got to be accessible so transport and accessibility a priority. Surgeries will keep their identity and look after their own patients.

It will be a very large building, there will be some secondary care as well as the 6 surgeries, there may be x-rays, minor surgery, café, meeting place, yoga, self help, social prescribers, mental health staff. It is to be a Wellbeing hub, they want people to want to visit for other reasons as well as for doctors surgeries (they also want allotments there for example) It will be much better than the facilities we have now. It is Hobson's choice but we will fight to make sure that the transport and accessibility will be the best that it can be for our patients.

We have been involved in architects meetings, but for the rest of the decisions, we don't have a say as yet.

7.. Update from GP?

If the GPs have any updates for the meeting, NP will relay the information. It may also be possible for them to connect via zoom

Next meeting - TS - we will wait to see what develops about the hub after consultations and will call a meeting when we have feedback

Thank you

Meeting ended 17:45