

THE MANOR PRACTICE

Dr Mark Forshaw Dr Nigel Speak Dr Fraser Hewett Dr Ana Dasgupta
 Dr Steve Garbutt Dr Fiona Armstrong Dr Waheed Ahmed

Meeting Agenda – PPG – 29TH January 2024

Chair – Leanne Hoye

Minutes – Amy Jackson

Attendees - Sue Kay, Angela Cornwall

Apologies - Tom Forrester,

Agenda items:

Raised by	Agenda Item	Action Owner
	<p>Phones update – New phone contract has been approved and new phones will be live by 15th February 2024.</p> <p>It was queried why there was a delay getting the new phones lines. Leanne explained it was due to NHS England having to sign it all off. They are paying the exit fee for the old phone system.</p> <p>The new phone system will have the same message regarding contacting 999 for chest pain etc... but will now have options for patient's to select. For example the options might be (not yet confirmed):-</p> <ul style="list-style-type: none"> Option 1 – for appointments Options 2 – for prescription queries Option 3 – general enquiries Option 4 – referral queries Option 5 – insurance/annual reviews <p>The new phone system will also have the call back function so patient's no longer have to wait on hold. Instead, when they call the surgery, they can press "option 1" which will end the call but still hold their position on the queue. They will then receive a call back when they are first in the queue.</p> <p>For now, the amount of people who can wait in that queue has been limited as there will be only 8 lines at Ashfurlong and 4 lines at James Preston. This will be reviewed once everyone is adjusted with the new phone system and we know how many calls we receive in a day.</p>	
	<p>A neighbour practice now only has the option to book a GP appointment online. Patients can no longer call or attend reception to book. You have to complete an online form which will then tell you whether appointments are available or not. This system is also AI generated. Concerns were raised as this is not good for those who do not have access to a computer or internet / aren't very up to date with technology.</p>	

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	<p>Leanne confirmed The Manor Practice has no intention of doing this and patients can still call/attend the practice to book a GP appointment. There is also the option to complete an online form for both medical and non-medical queries which will then be triaged by a member of the team and the patient will be booked an appointment if clinically appropriate.</p>	
	<p>There is a new member of the PPG and further applicants have been received.</p> <p>Sue asked if the practice sent text messages to patients inviting them to join the PPG however Leanne advised they did not because of the open day – they were hoping to advertise the PPG during the open day encouraging people to join. Leanne will now arrange for texts to be sent. PPG is hoping to get 22 members in total.</p> <p>Interviews need arranging for the new applicants. Sue and Angela asked if the new applicants could be contacted and invited to an interview Thursday offering times for 13:30, 14:30 and 15:30. Alternative interview dates could be Wednesday 7th February after 2pm or Friday 9th February – rooms need arranging so Leanne will liaise with Kirsty and Sue.</p>	
	<p>Extended access service – Weekend and evening clinics have been available for a while now. They are organised by OHP (Our Health Partnership) and are available for The Manor Practice, Hawthorns and Ashfield. Clinics are mostly held at Ashfurlong Medical Centre.</p> <p>Sue queried whether Saturday clinics could be held at James Preston? Leanne will speak with property services to see if this is possible.</p> <p>Hopefully OHP weekend clinics will be a permanent thing.</p>	
	<p>The self-help health kiosk at Ashfurlong had some IT issues which are now fixed apart from the temperature service.</p> <p>We are getting another self-help health kiosk installed at James Preston. Hopefully this will be installed in approximately the next six weeks.</p>	
	<p>Measles – there have been confirmed cases in Sutton Coldfield and two confirmed cases within The Manor Practice. All staff have either had to prove their immunisation record or have a blood test to check for immunity. This blood test showed a few members of staff do not have immunity so vaccinations will be arranged and in the meantime, preventions have been put into place to stop them from having patient contact.</p> <p>Injections are available to those eligible. We have been recalling patients 1-5 and 11-16 to invite them to have the vaccines. Under one year olds</p>	

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	<p>are not eligible yet. The first vaccine is usually given when a child is one and the second vaccine is given at 3y 4m. If a child is having the vaccine anytime after this (for example 5 years old), then they can have the second vaccine one month after the first vaccine. Over 90% of the children at practice are vaccinated.</p> <p>Measles is very contagious seven days after catching the virus and 7 days after the rash disappears. If a member of staff tests positive for measles, then they have to isolate for 21 days.</p>	
	<p>Will there be any more open days? Leanne mentioned that with the current climate, we could arrange a child's health open day. This will be discussed at the next PPG.</p>	

Date of next meeting – Monday 26th February at 1pm

Skay
22/04/24

