**Meeting Agenda** PPG – 3rd July 2023

**Chair** – Leanne Hoye

**Minutes** – Amy Jackson

**Attendees-** Sue Kay, Tom Forrester, Angela Cornwall

Rebekah Maker, Natalie Sarjant (care co-ordinators)

**Apologies-**

**Agenda items:**

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| **Raised by** | **Agenda Item** | **Action Owner** |
|  | Dr Dasgupta came to sit in on the meeting for the first 10 minutes to introduce herself. |  |
| **Leanne** | New health kiosk in ashfurlong reception, allows patients to take their own blood pressures, height and weight. Demonstration given at the end of the meeting |  |
|  | Discussion about vaping - poorly regulated and uncertain of the health implications long term |  |
|  | Current GP Partners include – Dr Forshaw, Dr Speak, Dr Hewett, Dr Dasgupta, Dr Garbutt, Dr Armstrong and Dr Ahmed  Salary GP’s – Dr Westwood, Dr Parnell, Dr Rees, Dr Shivaraj  Trainee’s – Dr Rotari () Dr Rashid and Dr Haniffa (both ST2’s)  Minor Illness Nurses – Sarah Manion, Marie Nokes, Sarah Tuppen |  |
| **Tom** | How many hours does each GP have available to see patients?  Discussion about wait times to see a GP – Any solutions?  Discussed how there is no more space to accommodate the GP’s working extra hours and no space for new doctors.  Ashfurlong is owned by GP’s across both sites - The Manor Practice and Tudor Practice.  James Preston is owned by NHS Property Services.  Leanne is currently in the process of trying to get an extra room at James Preston but needs to write to property services explaining why The Manor Practice should get it.  The practice is trying to divert from telephones calls and face to face appointments should be offered to patient’s instead.  More appointments are available in the morning than afternoon. Mondays and Fridays have more appointments available also.  Still adapting to keep up with the demand |  |
| **Tom** | Phone lines still an issue. We cannot add more phone lines as it would require renewing another 5 year contract with the provider we are trying to leave. Currently have limited phone lines across both sites.  Discussion regarding having a number of staff call the patients personally rather than the patients calling the practice. We would not be able to facilitate this and it would put too much pressure on reception staff – too much demand.  By 2025, our phone lines will be switched off and a crontact with our new provider can be started. The new provider will allow Leanne to see how many calls we are receiving, change messages and divert phones lines. |  |
| **Leanne** | New NHS contract – Reception have been given a set criteria (flow chart) to follow to ensure correct triage takes place and appropriate advice is given. Patients will only be asked to call back the next day if they refuse an appointment being offered to them.  Discussed how even though the NHS contract makes it easier for patients to see GP’s, it can be risky as each GP should only be seeing 3 hours of patients morning and afternoon. Anything over can cause tiredness and exhaustion leading to unsafe clinical decisions, hence careful management and planning is required. |  |
| **Leanne** | New website is live – allows patients to send queries via the website such as requesting MED3’s, chasing results etc which will lessen the amount of calls received. Patient’s can also sign up to online access allowing them to book appointments online.  Some concerns regarding patients without internet access not being able to book appointments as those booking online would get the appointments first, however it was discussed that patient’s booking online would free up the phone lines allowing those without access to call up and book without having to hold the line for so long. |  |
| **Leanne** | Friends and family responses – Texts are sent to patient’s asking for their feedback after their appointment.  The responses are anonymous.  Nearly 1000 responses received in June  The majority of the feedback is positive |  |
| **Sue** | New members needed for the PPG. Can a text or invite be sent out to patients to see if any are keen to join. Message to be added to the notice board to spread more awareness about what PPG members do.  Message can be added to the website. |  |
| **Sue** | Door at Ashfurlong into the waiting room is now locked. Reception can buzz people in.  This is to keep reception staff safe.  Message could also be added to the PPG notice board advising abusive behaviour is not tolerated and any grievances can be passed onto them. |  |
| **Sue** | Open days - can be used to introduce patients to the PPG and to learn more about what they do.  Beki and Natalie are looking at targeting patients who have not attended the surgery for a while such as patients who have no updated blood pressures on their records.  Sandy (PCN Manager) is looking to introduce different PCN workers.  It’s an opportunity to show the difference between staff such as physician associate, nurses, HCA’s and ambulance crew to give patients a better understanding of who can deal with what. |  |
| **Leanne** | Leanne has drafted a news letter which can be sent via text to patients and hard copies can be left in reception.  This could also inform patients about the PPG and allow them to join if interested. |  |
| **Leanne** | Lucy will be creating a health day awareness calendar to spread awareness about different illnesses. Recently done a Batten’s awareness day where staff across The Manor Practice and Vesey Practice wore orange and £131 was collected for charity.  It was suggested to get patient requests on what awareness days they would like to see. |  |
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**Date of next meeting** – 31st July 2023