

THE MANOR PRACTICE

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

Meeting Agenda – PPG Meeting 3rd June 2024

Chair – Sue Kay

Vice Chair – Angela Cornwall

Minutes – Amy Jackson

Attendees- Leanne Hoye, Dr M L Forshaw, Tom Forrester, Richard Austin,

Apologies-

Agenda items:

Raised by	Agenda Item	Action Owner
SK	Previous minutes discussed and signed off	
LH	<p>Practice News - Dr Rotari's last day is today (03.06.2024) and she is now a qualified GP.</p> <ul style="list-style-type: none">- New GP partners were invited to the PPG however only Dr Garbutt works on Monday's and he has the GSF meetings which clash with the PLT.- The carpark at Ashfurlong has been repaired.- The courtyard at James Preston has also been attended too.- Staff on reception have been told to stop telling patient's to queue outside before 8am in order to get an appointment.- It has also been discussed that only one receptionist is needed on the front desk and everyone else is to be in the back answering phone calls. If the calls answered ever remain under 30, then we can have two members of staff on the front desk but answering calls are the main priority.- Minutes are now available to view on The Manor Practice website.- Linda Duddy, our longest standing HCA of 15 years will be retiring in June 2024.	
TF	<p>Tom queried whether there were any national guidelines when it came to answering phone calls e.g. is there an expected timeframe on how quickly a call is answered.</p> <p>Leanne explained that there aren't any guidelines at the moment. We can only have 10 members of staff answering the phones and a maximum of 40 patient's waiting in the phone queue. However, from October 2024 every practice will have to submit their monthly phone stats so national guidelines may be put into place in the future.</p>	
SK	PPG chair report	
SK	PPG Website – Leanne will create a generic gmail account to allow PPG members to receive feedback and answer any queries about the PPG.	

SK 29/07/24

	<p>Leanne confirmed that LIVI is a free service as the practice pays for this. If LIVI ever try to charge a patient, the patient should let us know and we can look into this.</p> <p>Tom asked if the communication book could be brought to the PPG meetings to discuss any feedback received there and then.</p>	<p>AJ to bring the book from JP.</p>
RA	<p>Online verification – The patient access app now requires a three step authentication for which patient's need to download a third party app. Leanne explained that patient access is provided by Emis and we have no control over this. However, patients may find it beneficial to use the NHS app instead. On the NHS app, patients can view their own consultation notes, documents, investigation results and medications from November 2023 and can also use the app to request repeat prescriptions.</p> <p>Leanne has just become an NHS ambassador.</p>	
LH	<p>Patients and general practice – A ballot is being undertaken to decide on the strike action for general practice. This will be industrial action meaning the practice will remain open throughout the whole strike, but GP's will not participate in any work outside of their contract such as shared care prescribing and advice and guidance requests to consultants. Each practice is seen as their own company and are offered an NHS contract. That contract then only offered an uplift of 1.9% which 99.2% of GP's have rejected as this does allow GP's to provide a full care service to their patients.</p> <p>A GP strike took place in Birmingham from outside of the library to the bullring on 17th May 2024 and a further ballot is to decide what further action will be taken.</p>	
SK	<p>Sue has purchased two post boxes to go outside at the front of each practice.</p> <p>Richard suggested that a disclaimer goes on the front of each box that they are for feedback and queries to the PPG only so no medical queries as they will not be dealt with in a timely manner.</p> <p>It was discussed that patient's may get confused and drop their prescriptions off into the post box by mistake which then means their prescriptions will not get dealt with. Leanne suggested that the keys could be kept in the key safe at each site and a member of staff could check the boxes every day to filter out any prescriptions. PPG members were not too keen on this idea due to past issues. Leanne then recommended that she will be only key holder however, the boxes will not be checked every day. Leanne works at James Preston Monday and Friday / Ashfurlong on Tuesday and Wednesday.</p>	
SK	<p>Many thanks to Anna C for getting hold of the DNA stats and forwarding these onto the PPG. And also to both Anna and Leanne for sorting the website so that patients could view the PPG minutes.</p>	
TF	<p>Is there any improvement on DNA's?</p> <p>Leanne confirmed there has been improvement. The accur reminders have been turned on meaning patients will receive an appointment reminder three days before, and then one day before their appointment.</p>	

	<p>Tom asked if we can categorise the DNA's to see what group DNA's most such as young adults, children, pensioners.</p> <p>Leanne advised we should be able to do this but can often see some trends in the DNA's anyway, e.g. often we see children not attending for their immunisations.</p>	
TF	<p>Shout out to our phlebotomist, Pat. Tom expressed how good the service pat provides is and that she is a lovely lady and easy to talk too.</p>	
SK	<p>Sign in book – Sue was told by reception that the sign in book is no longer available and that visitors have to sign in by the app. Leanne says the book should still be available and will make sure it is put back for visitors.</p>	
SK	<p>Patients have reported that they are being told to use the app to book appointments which is not very fair to the older generation.</p> <p>Leanne explained that the practice offers multiple ways off communication and will not be turning into an all online practice. We look at trying to open as many communication channels as possible such as email, phones, accurx and coming into the practice.</p>	
SK	<p>Has a text been sent to the younger demographic to invite them to the PPG? It was discussed that a suitable age would be for those over 25. It was also discussed if word about the PPG could be spread during baby clinics to encourage parents to join.</p>	
	<p>Dr Forshaw joined the meeting and went over the practice news – nothing new to add</p>	
SK	<p>Medication reviews – Debbie (medication management) has managed to get the reviews up to date. Soon the practice will be looking into amending the order of reviews so that we can prioritise patients on medication with a higher risk.</p>	

Date of next meeting – 29th July 2024 @ 1pm