

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 29th July 2024

Chair – Sue Kay
Minutes – Amy Jackson

Sue Kay
07/10/24

Attendees- Leanne Hoyer, Tom Forrester, Angela Cornwall

Apologies- Dr M L Forshaw, Richard Austin

Agenda items:

Agenda Item	Action Owner	
<p>Raised by Sue</p> <p>Could a number be set up specifically for patients to call if they have any queries regarding the PPG.</p>	LH	
<p>Leanne</p> <p>Practice news – Linda Duddy has now retired after 15 years with The Manor Practice. We have a new paramedic starting named Adam. A new receptionist will be starting soon to cover for maternity leave named Sean. Nursing appointments have been amended so that there are same day appointments available everyday, rather than patients having to wait 3-4 weeks for a nurse appointment. The practice is looking to start afternoon blood tests. Before we had no one to take the samples to the labs at the end of each day but with the new nurse changes, there is now nursing time available for someone to take them. Before we could only have morning appointments for blood tests as our collection was arranged for 2pm. Minor illness appointments have been amended so they are only 10 minutes long; only one problem is to be discussed during these appointments. Nurses will still have longer appointments available for different procedures such as smears, vaccines etc.</p>		
<p>Sue</p> <p>Chair report.</p>		
<p>Sue</p> <p>Please could the PPG email be added to The Manor Practice Website. Sue has also noticed there is out of date news on the website – Leanne explained the old news is on there in case patients want to look back at it but we could create an archive page instead to keep old news separate from new news.</p>	LH	
	<p>Communication book – Feedback was received regarding the new phone system. A patient had commented that it now takes longer for their call to be answered and that their phone was disconnected. Leanne explained that the new phones was a contracted change so we cannot change it again. Patients now have the option for a callback rather than waiting in the queue. If a patient's phone is disconnected, this is not something we are aware of and should be reported to the practice, as it is a technical issue. With the new phone system, patients should not be getting an engaged tone and it tells patients what number they are in the queue. It was also feedback that a patient waited two hours for a callback and that the app does not work. Leanne explained that the app does work and that there is also a link to send an accurx query on the website.</p>	

Tom		When patients are late to their appointments due to traffic, why can't they still be seen? Leanne explained that GP's appointments are only 10 minutes long. If someone is late, then this pushes the whole day back and everyone else will be seen late. Tom also mentioned he overheard a patient with a chronic condition trying to create an appointment but they were told to call back the next day. Leanne explained that reception should not have been advising patient's to call back the next day however, if they are offered an appointment within the next two weeks, and they decline, then they will have to call back the next day to try and get a sooner appointment.							
Tom		Google reviews – A patient left a review complaining that they were not able to book an appointment because they did not want to disclose the issue, as it was personal. It was explained that without knowing the problem, the receptionist cannot correctly triage the patient. If a patient does not want to disclose the issue, then they should be offered a routine appointment for two weeks time, however they will not be offered an urgent appointment without us knowing the issue first.							
Leanne		GP appointments have also been amended. Everything 'easy' such as minor illness has been taken from the GP's and patients will now be triaged to either the pharmacy, nurses, physician associate etc. This allows GPs more time with complex patients. Leanne explained that if a patient calls with an urgent issue, but all urgent appointments are gone, then they would be put on the urgent duty list for the next day.							LH
Sue		Sue mentioned that reception are only human and deal with a lot of demanding patients each day.							
Tom		Thought the practice had less GP's than before. Leanne confirmed the practice has 6 partners and 3 salaried GPs, along with 5 prescribing nurses and Sarah Manion who is an advanced clinical practitioner and can do almost everything a GP can do.							
Sue		Sue asked if reception could have bigger print name badges to help patient's identify them easier. There are also photos of most staff members on The Manor Practice website. Leanne advised we could arrange for more photos of staff.							
LH		Flu and covid vaccines are now being offered ready for October. The RSV vaccine has now been introduced and will be offered at the practice.							
Angela		Leaflets have been created to advertise the PPG. Will drop copies to Sue and Leanne to be offered at the practice. Tom mentioned the PPG use to have a designated table where patients can collect leaflets etc, Leanne will arrange this.							LH
Sue		DNA stats. These will be displayed on the PPG board. Leanne confirmed that if a patient misses their appointment due to traffic, this still goes down as a DNA.							
Leanne		We have had non-stop military doctors who are with us for 4 months at a time. The practice has not had a military doctor since March 2024 as the military has run out of funding. Due to annual leave and sickness, we have had to have locum GP's. The practice tend not to use locums however when needed, we will try to get the same locums that know our system and the way we work.							
Sue		Saturday clinics – when a patient calls, the phones will say the practice is closed which could cause confusion to patient with a Saturday appointment booked. Could a message be added to the phones to advise that the practice is open to prebooked appointments only.							LH

Date of next meeting – 9th September 2024