



PPG Meeting

Date: 11 April 2024

Venue: Kingsmead Medical Centre Meeting Room

Present: Ellie Thomas, Valerie Mais, Eaimy Eldho, Lee Brown, Mandy Skelding-Jones, Roisin Dunn (visitor).

Apologies Norma Broadhurst, Mo Morron, Les James, Lindsey Stott, Beth Hanson.

1. Introduction

Ellie welcomed Roisin Dunn to the meeting as a visitor/observer and explained the role of PPG.

2. Minutes and Action Log

The minutes were approved.

On the Action Log:

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| 5/23 | Frequency of meetings was discussed and it was agreed that 6 weeks between them seemed appropriate. |
| 2/24 | It was agreed to postpone inviting a PSC to meeting because of the staffing position. |
| 5/24 | Ellie will meet with Ken to agree a message for the Practice's social media platforms on PPG recruitment. |
| 7/24 | Prescription forms can be used to provide information about PPG. However, it was suggested that prescription reminders may get more attention. |
| 8/24 | Members were asked to continue 'talent spotting' potential members. |

3. Practice Update

- i. Mandy gave a brief overview of the new GP contract. It included a number of variations around phone systems, digital front doors and total triage. The Practice has some concerns over the details and funding, and was examining ways of increasing efficiency.
- ii. Funding for the AccuRX Text messaging system from the ICB ended 31 March. The Practice has replaced it with a new system provided by Blinx , with software called

Paco (Patient and Care Optimiser). It has 2 products, (a) a 'Rocketbar' toolbar that facilitates the messaging of patients by the Practice and replaces the AccuRx system and also provides the functionality to send e mails to patients using the same tool.. (b) 'Paco GP' which provides a digital front door for patients to submit health requests, and filters using a series of questions so requests go to the appropriate function – prescription team, admin team, GPs.

The Practice will promote the new system using all its communication channels. It was suggested that it is presented as a response to patient feedback on their experience of PATCHS and the Practice identifying a better product with more functionality.

Valerie asked whether patients will be able to book with a specific GP to enable continuity of care. Mandy will check.

ACTION: Mandy

- iii. The new phone system became operational in March. It is a cloud based system. Some teething issues have been identified and brought to the attention of the provider for resolution.

A comprehensive Performance Management package is available to Practice Managers. Mandy will provide PPG with information on volumes and patterns of business.

ACTION: Mandy

- iv. A new GP has started on a fixed term contract to cover maternity leave.

Ellie thanked Mandy for her comprehensive update.

4. Patient feedback

- i. Positive feedback was given on the PATCHS patient experience as well as issues identified on its shortcomings.
- ii. The repeat prescription process with a specific pharmacy was discussed and issues around the audit trail identified between it and the Practice.
- iii. Anecdotes were given on how gaining a GP appointment was perceived by some patients.

Any Other Business

- i. There will be a Spring Covid campaign for high risk and vulnerable patients. Mandy will check the timing and organisation.
- ii. PPG wished Eaimy well in her upcoming exams.

5. Closure and Next meeting

23 May 2024.

Possible Agenda Items;

Page 3 of 3
The Role of an Advanced Nurse Practitioner.