



PPG Meeting

Date: 19 January 2023

Venue: Kingsmead Medical Centre Meeting Room

Present: Valerie Mais, Mo Morron, Ellie Thomas, Les James, Sophia Sampson, Lee Brown
Mandy Skelding-Jones, Lindsey Stott, Beth Hanson, Eaimy Eldho, Stuart Poucher
(Item1)

Apologies Eva Grice, Norma Broadhurst

1. Introduction

Lee welcomed Eaimy to the meeting.

2. Issues and Challenges in the Appointment Process

Stuart Poucher, a former member of PPG, opened discussion on the appointment process. He described the time demands, efforts and perseverance needed to gain an appointment to see a GP; and, the trade off between accepting a quick appointment and seeking continuity of GP care.

Lindsey said the Practice recognised the challenges around meeting the demand from phone calls. She provided information on staffing and volumes and outlined the limitations imposed by the current telephone technology on the size of the queue and the handling of calls from mobile phones.

Stuart said that the issues around gaining an appointment were stressful to patients. He also reported that there was a belief that other Practices were managing the appointment process better.

Mo believed that we were faced by complex capacity issues across all the Northwich Practices. The number of GPs was limited and we needed to accept that a range of medical professionals were now expected to meet patient needs. They needed to be fully utilised so that GPs could focus on more complicated cases. Lindsey outlined the variety of initiatives that had been put in place to increase capacity e.g. Extended Hours.

Stuart posed a number of questions about the capacity of the system:

- i. Did Danebridge share experiences and lessons with other Practices in Northwich? Beth and Lindsey confirmed best practices were shared across the PCN.
- ii. Why can't all staff be engaged on the phones at peak periods and why can't they multifunction across appointments, test bookings and results to increase capacity? Lindsey said all staff are on the phones for the first hour. She also outlined the technical limitations of the current telephony. Plans are being developed to replace the system and improve capacity. Beth explained that delivering test results needed highly trained staff with detailed knowledge of different GPs approaches and methodologies.
- iii. Do GPs have set work patterns that would help patients focus their efforts to gain an appointment with a particular doctor? Lindsey and Beth confirm that they have and information is on the website.
- iv. Are there the same rules on appointments on the web? Mandy said online availability of appointments had been changed to cover Extended Access and those that did not need a triage intervention.

In conclusion, Stuart said that in registering with Danebridge he had hoped to benefit from the economies of scale of a large Practice. However, he felt that this had not been the case. The level of demand on services meant that things seem less accessible, more remote and less personal. Beth said that surveys of the level of satisfaction with services at Danebridge matched that of other Practices.

Mandy asked Stuart to continue to raise his complaints with the management team. This would help them focus on areas they needed to improve.

PPG thanked Stuart for his thoughtful and thought provoking input. Stuart thanked PPG for letting him raise the issues and challenges. He then left the meeting.

3. Minutes and Action Log

The minutes for September and November 2022 were approved and the Action Log reviewed.

4. Developing a Patient Orientated Service

Lindsey briefed PPG on what she had learned in her first year in post, what changes she had worked with her team to put in place, the support she had been given to develop herself and to improve staff performance, and the standards she wanted the team to achieve with the resources available.

In 2023 – 2024 she has a number of technical and logistical challenges to meet:

- i. Streamlining staff Annual Leave recording by rationalising the systems using CLARITY software.
- ii. Digitalise and store Patients' records.
- iii. Improve the Telephone System specification.

- iv. Deliver Patient access to their records.

PPG thanked Lyndsey for her work over the last 12 months. It believed that her energy, approach and attitude had improved the team's working.

5. Practice Update

- i. A new GP had been appointed to cover 6 sessions a week.
- ii. Four new PSCs have been appointed. A new Care Co-ordinator will be recruited.
- iii. Focused Additional Access clinics will be funded by the PCN at Ferndale.

6. Patient Feedback

The principle of GPs providing paid appointments at a private clinic was debated.

7. Any Other Business

- i. Mo updated PPG on the educational progress of ex-SJD members of PPG.
- ii. Ellie will attend Age UK 'Bright Memories' and provide PPG with feedback.

Action : Ellie

Next Meeting

Lee was asked to check the availability of members for a meeting on 23 February 2023.

Action: Lee