logo **MINUTES OF PATIENT PARTICIPATION GROUP (PPG)**

**MEETING OF TUESDAY 27TH FEBRUARY 2024**

**Attendees:** ROB, JK, JH, AA, EH, CR, UR, EA, GH, SH, MW, BC.

**Apologies received from:** RM, JK, AM.

**MINUTES FROM LAST MEETING**

* Last minutes sent out promptly. No comments received back.
* Neighbourhood update – Posters in waiting room with QR to scan that directs to updates.
* Update notice boards in waiting room. A question was raised to as if we could we have a specific notice board for PPG. The feeling was that there is lots of information to share in general and not a lot of space. Agreed we can look to add information to the boards in the entrance area.

Presentation embedded below:



**PRACTICE UPDATES**

* We welcome our new GP partner Dr Nancy Butler, who was appointed 1/1/24. She previously working as a salaried GP here at the practice and is the neighbourhood lead for Withington and Fallowfield practices. She will work alongside our other partners Dr Juliet Kidd, Dr Stephen Tomkinson, Dr Rebecca Winter & Dr Abigail Gallagher.
* Patients are now being asked to contact surgery either by telephone (01612486644) or online (www.bodey.co.uk) at 8am to request appointments on the day. Positive feedback from attending PPG members regarding this change in access. The PPG felt that this change would help to address any equality challenges for online vs telephone appointment access for routine appointment booking (depending on demand forms can presently switch off early in the day for medical problems-there is improved reception capacity to process forms for patients at 8am).
* Phone system – \*\*COMING SOON\*\* by April 2024 we will be switching over to a new telephone system (Cloud Telephony). The news system will notify patients of their position in the queue, has the option if there are more than 9 people in the queue for patients to select for the practice to call the patient back rather than waiting on hold. Patients remain in the queue and the system automatically calls the patient back once their position is reached. Whilst patients are on hold it will announce any important information for patients.

There will be options that patients can select allowing them to be diverted to the correct team.

The PPG members felt this would help with equality and new booking system-freeing up phones first thing in the morning for appointment to be booked more efficiently. In the future there will also be an option to cancel appointments without speaking with a member of the team. The practice team discussed how the Prescription Query line will not be open until 11am and the Test Results line will not be open until 2pm as results are usually not received until the afternoon. The PPG members felt this new system will be well received by all patients and offer an improved service at the practice. Plan to review new telephone service at next meeting. Demo played of planned answer message/triage.

* Pharmacy First Service was explained by the practice. This is a new service, where patients can be directed to the pharmacy to be seen and treated for 7 common conditions without the need to see a GP, or clinician at the practice.

Patients can either be referred by the GP practice, or they can walk-in to a participating pharmacy. Once the patients have visited the pharmacy and been treated, a summary of the consultation and treatment provided is sent over to the GP practice and added to the patient’s medical records. There is work being done to allow this information to be send directly to the patients record but this has not yet been completed. For patients to be treated for the 7 conditions, there are certain criteria that need to be met.

Pharmacies can also help with lots of other conditions outside of this new service and advise whether your GP needs to be contacted or if an over-the-counter remedy can treat the condition.

* Death Certification process changes. The practice provided information about the national change in the death certification process. The death of a patient will either be expected or unexpected. Previously, if a death was expected, the GP who last saw the patient could verify the death. From April 2024, all deaths including expected deaths will require a review by an external independent doctor. The practice explained that the change should safeguard against rare cases of foul play.

This opened an additional conversation around organ donation. Previously, if a patient had not opted in then by default Organs would not be donated. This has now changed and if a patient has not opted out then by default organs will be donated. The overall feeling was that it is worth a discussion with family members to express your wishes in case you are unable to make the decision for yourself in the future.

* We have an additional First Contact Physiotherapist working at the practice. We have had a First Contact Physiotherapist working with us for a while now (Asif) he currently works on Fridays. We have recently had a second First Contact Physiotherapist join us at the practice (Sam) who is currently working on a Thursday. This is doubling our appointment availability, which we really pleased about. Patients can be seen for new Musculoskeletal issues, aches, pains and injuries. You can request an appointment directly with the First Contact Physiotherapist via a triage form or by calling the practice, you do not need to discuss this with the GP first 😊

**ONLINE ACCESS COMMENTS**

* The practice asked the PPG members to give feedback on their experiences with accessing their own records online since the launch on 18th October 2023. The patients that have used it found it very useful. There were some queries raised over other platforms that you can access records through (instead of the NHS app) for example, MY GP & Patient Access.

As lots of systems can complicate the access process the practice advised patients that the NHS App is the process that the practice feel is the most user friendly to access online records.

**APPOINTMENT SYSTEM**

* The PPG members also provided feedback on their experiences with the shift to our new appointment system, with the introduction of the online triage forms. The PPG members that had used it for themselves and different members of their family felt it has been a really useful system for all ages and have increased satisfaction with the system when they compare it to our old appointment booking system.

There was a discussion around the online triage system being a barrier for patients who don’t have access to the internet and don’t have family/friends to do it on their behalf. The practice re-iterated that equality and diversity is paramount and is continually reviewed. We are aware that not all patients have access to the internet and countered that a large number of patients who are students/use online service as preference which then frees up the telephone lines for those patients who do not have access to the internet. Those patients that don’t have access to the internet can contact reception at 8am via telephone and a member of the team will complete the triage form for them.

There was also email feedback from PPG member received (AM-unable to attend today) who says that the increased reception capacity for earlier telephone access to routine appointments at 8am, and the new phone system should help with challenges noted.

**PRACTICE WEBSITE**

* The website is constantly being updated and improvements made. The practice recently sent out an anonymous feedback survey to 500 randomly selected patients to complete and rate different aspects of the site and add any feedback. The practice currently has 32 responses, and the average overall rating of the website is 4.3 out of 5 stars which we are extremely proud off 😊

The PPG members present, who have used the website felt it easy to use and to find what they required. We would like to also that PPG member (RM) who was unable to attend today for his valuable feedback/audit and improvement ideas he shared with the management team.

**AOB**

* Member of PPG discussed experience of attending Withington hospital for blood test – Phlebotomist mentioned that they should have been sent to appointment with labels – this is not something the practice are aware of, but we will investigate this further.
* Query from PPG member in relation to INR results? Are they required to notify the practice of their results? No, the INR results now come through directly to the practice, so patients are not required to notify us.
* Member of PPG stated that the link for Online Triage that is text out to patients can be hard to find on texts when receiving numerous correspondence from the practice. Practice explained that the Online Triage system can be accessed via the website, through the Appointments tab, and also through the NHS App.
* Opportunity given for members present to complete written feedback form today about access/website.

**Actions:**

* Members of PPG to feedback if have contact with pharmacy first service. Practice to continue liaison with local pharmacies about the service offered.
* ROB will liaise with phlebotomy manager for confirmation.
* All to continue to review website and put forward ideas to improve to ROB.

**Date of next meeting: June – Finalised date will be sent out to all members.**