

**Minutes of Patient Participation Meeting  
Alfred Squire Road Surgery  
Thursday 19<sup>th</sup> September 2024 5.30pm**

| Description  | Action |
|--|--------|
| <p><b>1. Welcome to the meeting:</b></p> <p>The meeting was opened at 5.30pm</p> <p><u>Apologies received.</u></p>   |        |
| <p><b>2. Minutes of the last meeting</b></p> <p>The minutes were agreed and duly signed as a true record.</p>  |        |
| <p><b>3. Cancer Care Co-ordinator</b></p> <p>A new role where she contacts patients whom newly diagnosed with cancer within the first 3 months and follows up within 12 months.</p> <p>Awareness is currently being raised for Breast and Bowel Cancer. Janet is targeting patients who have not made contact since invites went out in 2021. Events are being held within the practices with invites being sent to the relevant patients.</p> <p>Screening invites are being sent to patients in the 50-74 age bracket, over 74s can request.</p> |        |
| <p><b>4. Total Triage –</b></p> <p>Total Triage went live in July of this year for Alfred Squire Road with the whole PCN being live by October 2024. On average pre-total triage the surgery were receiving 932 calls weekly with wait times of around 23 minutes.</p> <p>With the implement of Total Triage that has dropped to around 700 calls per week with wait times now at 7 minutes.</p>   |        |

|   |  |
|---|--|
| <p><b>86% of patients agree it is easier to get an appointment along with 80% feeling their experience has been improved.</b></p> <p><b>One member of the PPG feels the form is confusing.</b></p> <p><b>PPG members wondered on average how many patients call to have the form completed on their behalf?</b></p> <p><b>PPG members wondered how many forms are turned down due to capacity?</b></p> <p><b>Concerns raised around patients being sent to the pharmacy for treatment and being turned away from pharmacy due to not being able to be dealt with at the pharmacy. Response from Dr – this is a learning curve for GP's and training will be looked into.</b></p> <p><b>Can GP names be next to booking slots when patients are booking so they are aware who they are seeing?</b></p> | <p>Staff to look into the questions and provide answers to the group</p> |
| <p><b>5. Complaints –</b></p> <p><b>Over the last month there have been 4 complaints which have been looked at and resolved.</b></p>  |  |
| <p><b>6. Phlebotomy –</b></p> <p><b>Queries around whether bloods are fasting or non-fasting when not been stated, Dr reassured if a blood test was fasting it would be stated on the form although it isn't very often bloods are fasted anymore.</b></p>  |  |

|  |  |
|--|--|
| <p><b>7. GPs –</b></p> <p><b>1 GP has recently resigned and another has been off sick for some time.</b></p> <p><b>A GP is due to return soon from Maternity Leave.</b></p>                              |  |
| <p><b>8. Any other business –</b></p> <p><b>Old and out-dated forms to be taken down in reception areas.</b></p> <p><b>Patients to continue as chair and vice chair following a recent election.</b></p> |  |