

PPG Meeting Minutes

22nd October 2024

Present:

Dr Khan, Ruth Pitman, Wendy Baker, Sophie Johnson, John Stevens, Paul Witts, Andrew Maden, Valerie Anson, Kay Lewer.

Apologies:

Steven Birch, Dorothy Darby, Sue Roberts.

Pharmacy first scheme:

This is going really well, and patients are utilising the service. Northumberland house was the surgery in the area, using this the most. This service helps to free up appointments for patients to use.

Staffing:

We have 2 Trainee GPS and a medical student as well as locum doctors on a Wednesday to help with appointment availability. One GP trainee is also sitting his final exams and will hopefully be employed as a salaried GP soon. Rebecca Reeves, advanced nurse practitioner, has increased her hours making her full-time. This will help with the on-the-day triage calls and appointments. Bianca Williams has joined us as a full-time health care assistant and Samantha Childe has joined the reception team.

Covid/flu clinics:

All clinics are going really well, Saturdays are now finished but you can still book covid/flu in the week. RSV vaccination also available for eligible patients.

Paul Witts stated that he had been invited for his covid/flu vaccination by Linden Avenue Pharmacy, Stanmore House. *We will find out how this has come about as Mr Witts does not have Linden Avenue as his nominated pharmacy.*

Car park & parking:

A new company has taken over car park maintenance (Premier GM) – Vast improvement in the upkeep of the car park so far. Everyone in the meeting agreed that they found it easier to find a parking space now that the new system has been introduced and there has been positive feedback from patients. Fines have been issued to people who abuse the car park.

The set time allows you sufficient time to attend your appointment and visit the pharmacy. Overall, a positive change to the car park situation.

DNA'S: The appointments that patients did not attend was at its lowest for September. This means the cost to the NHS is less than it has been at any point this year. Kay Lower asked if this was a trend? Does this happen every year due to time of year? *Ruth Pitman will look at past reports and update.*

Family & Friends test results:

Positive response from anonymous patients. Our overall percentage said 85% patients are likely to recommend us. We have not had a month this year below 75% and our highest percentage was 93%. Kay Lower stated she had an appointment and was asked to complete a survey. She had trouble with this and it took her to a different screen and was not able to complete. *Ruth Pitman will ask Pam who sends these out to take a look at this.*

Telephone System:

The automated Check & Cancel service has had positive feedback and works well. Kay Lower did state that once you have cancelled your appointment it cuts you off. She wondered if once you have cancelled your appointment, you could be taken back to the main menu. *Ruth Pitman will ask Reece to look into this.*

Questions to PPG members.

Are there any other services you would like to learn about in the PPG meeting?

Possibly inhouse physio, pharmacy team member.

Any ideas to help the surgery?

Andrew Maden stated they if there is a long queue in reception, he wouldn't feel confident in using our self-check in system due to the old software we used to use 5-10 years ago. Ruth asked for volunteers to help people use the self-check in. Valerie Anson has done this before for us. Reception staff do help with this when they can. We have had new software, and a new check-in screen installed this year, which has made the system more user-friendly.

AOB:

Andrew Maden said he wasn't IT savvy and said he didn't use social media or website. He asked how we communicate with patients like himself – Ruth Pitman explained we do try and cater for all patient types via call board advertising, posters, etc regarding car park, clinics, etc.

Paul Witts asked if we could have an action plan and outcomes from the meeting – *Ruth Pitman will add to minutes and update the website.*

Actions:

- Find out why Paul Witts has been invited for his covid/flu vaccination by Linden Avenue Pharmacy, Stanmore House. ***Ruth to do.***
- Investigate trends in DNA figures month to month. ***Ruth to do.***
- Find out why patients are unable to complete and send back the feedback survey. ***Pam to do.***
- Reconfigure the call flow to allow patients the option to return to main menu on the telephone system after cancelling an appointment. ***Reece to do.***

PROPOSED DATES OF 2025 MEETINGS:

Tuesday 21st January – 1.30pm

Tuesday 29th April – 1.30pm

Tuesday 15th July - 1.30pm

Tuesday 14th October - 1.30pm