

THE MANOR PRACTICE

Dr Mark Forshaw Dr Nigel Speak Dr Fraser Hewett Dr Ana Dasgupta
Dr Steve Garbutt Dr Fiona Armstrong Dr Waheed Ahmed

Meeting Agenda – PPG Meeting 22nd April 2024 @ 1pm

Chair – Sue Kay

Vice chair – Angela Cornwall

Minutes – Amy Jackson

Attendees- Dr Mark Forshaw, Dr Nigel Speak, Anna Cinar, Tom Forrester, Richard Austin, Michael Finney, John Divall

Apologies- Leanne Hoye

Agenda items:

| Raised by | Agenda Item | Action Owner |
|------------------------------------|--|--|
| Sue Kay | Chair's Report & Previous Minutes signed off. We had introductions from everyone due to new members joining | |
| Sue Kay | Goodbye to Dr Speak – Thank you for all of your hard work and everything you have done for the practice and patients. You will be missed. Best wishes for your retirement! | |
| Dr Forshaw & Anna Cinar | <p>Practice News – A national practice survey was released to give staff the chance to feedback about how they feel they are treated within the work place. There was also a separate survey released for the three local practices (The Manor Practice, Ashfield, Hawthorns). Mostly positive responses received.</p> <p>A new trainee has joined us - Dr Simran Dhariwal, ST1. She specialises in Obstetrics and Gynaecology and is with us until December 2024.</p> <p>Dr Olga Rotari, ST3, is very close to finishing her medical training and is due to leave us in June 2024.</p> <p>We have received very good feedback regarding the new partners, Dr Ahmed, Dr Armstrong and Dr Garbutt. They have been a huge help to the practice. Dr Armstrong is our Adult Safeguarding Clinical lead, Dr Ahmed will be taking a refresher course in minor surgery to take over Dr Speak's clinics and Dr Garbutt is our GSF lead (Gold Standards Framework) to help with care towards patients end of life. – can they be invited to one of the PPG's?</p> <p>Ashfurlong car park – we have been looking at quotes to have the car park repaired such as the potholes and drains.</p> <p>James Preston – concerns raised at the lack of maintenance to the grounds at JP, especially the two courtyards. Anna to chase NHS Property Services again to get the groundwork completed.</p> | <p>LH</p> <p>Due to be completed on 1.5.24.</p> <p>Booked to attend on 1st May 2024</p> |

THE MANOR PRACTICE

Dr Mark Forshaw Dr Nigel Speak Dr Fraser Hewett Dr Ana Dasgupta
Dr Steve Garbutt Dr Fiona Armstrong Dr Waheed Ahmed

| | | |
|------------------------|--|---|
| Dr Forshaw | <p>Phone system update – New system has integrated well. It allows us to see how many patients are currently in the queue and how many are waiting for a call back (using the call back option).</p> <p>We can now view the stats such as how many calls we receive in a day, how many are answered, how long it takes staff to answer calls etc. Calls are now recorded which has been very helpful to handle complaints and also training.</p> <p>It is much easier for the practice manager to change the messages patients may hear when calling such as if there are limited appointments, a message could be added to make patients aware.</p> | |
| Michael Finney | Used the callback option, was 16 th in the queue and called back within the hour but was told there are no appointments available within the next two weeks. It was queried why we can't book appointments further than two weeks. It was explained that pre-bookable appointments are released every day at 13:30 for two weeks in advance only but appointment sessions were regularly reviewed to see ways of improving the system. | LH to review |
| Angela Cornwall | Brought up that patients are being told to queue outside the practice at 8am in order to get an appointment. Anna expressed surprise that this would be the message that had been relayed to patients as the only way of getting an appointment. It is preferred for patients to contact us via telephone rather than queue outside. Appointments are always reviewed/amended to try and keep up with the demand. | |
| Angela | As a note, Angela commended Leah (PCN pharmacist) for providing a good service. | |
| | Rolling screen – Needs updating. Could the rolling screen mention the PPG to help advertise and enrol new members as well? | LH |
| Sue Kay | Data (DNA's etc) – Could the practice start providing the PPG with monthly figures? An up to date DNA figure could be added to the PPG board and to the rolling screen to help discourage patients from not attending their appointments. | LH/ALC to send to Sue |
| Sue Kay | Email for the PPG – Please could the PPG have a generic email to allow patients to contact them either with complaints/queries or new applications. | Discussed but Chair needs to set one up outside of nhs.net ALC to advise Sue |
| Sue Kay | The minutes on The Manor Practice website are not available for patients to see. Please could this be amended? | LH Updated immediately. Should be able to view. |
| Tom Forrester | Reports of a 93 year old lady who visited the practice and came up to the reception desk but was abruptly told by a member of reception 'have you seen the notice board, you need to wait to be called'. It was discussed that the receptionist should have been more sensitive and realise not all patients will be able to read the board. | |

THE MANOR PRACTICE

Dr Mark Forshaw Dr Nigel Speak Dr Fraser Hewett Dr Ana Dasgupta
Dr Steve Garbutt Dr Fiona Armstrong Dr Waheed Ahmed

| | | |
|-----------------------|--|----------------------------------|
| | Is there an update on wrong blood test results given to the patient? | LH in hand |
| Sue Kay | Recruitment – Have any texts been sent yet inviting younger cohort of patients to join the PPG, if yes, have we had any responses? | LH |
| Michael Finney | Calibration of where we are as a PPG – PPG boards don't stand out and look untidy. It is felt they need to be reorganised and Michael offered his expertise in this. Anna explained this is the PPG's responsibility. | PPG members to update the boards |
| Sue Kay | It took a while to get a PPG board to get set up and the PPG now uses yellow paper so it stands out to everyone, especially patient's with autism. Also discussed that only those who are ill enough to attend the practice would see the board. | |
| Anna Cinar | Suggested using social media in future to advertise the PPG | |
| Michael Finney | Michael kindly offered to spend a few half days at both sites to speak to patients to ascertain what they know about the PPG and whether anyone would be interested in being considered to join the group. | |
| Tom Forrester | When the practice used to hold coffee/open mornings, it got a good response and more patients would apply for the PPG. Could more mornings like this be arranged? | LH |
| Michael Finney | Prescriptions – He has received a duplicate prescription but with different doses e.g. 40mg and 80mg. Pharmacy have only issued 40mg. Dr Forshaw will look at records to check what's gone wrong | MLF |
| Sue Kay | Visit to/by other PPG's – It was previously queried if we could combine all local PPG's within the PCN (The Manor Practice, Hawthorns, Ashfield) but the other practices were not interested. Could we arrange some visits to the other PPG's? | |
| John Divall | Although we could learn a lot from the other practice's, the PPG would be discussing their own experiences, problems and positives which may be of no use to The Manor Practice | |
| Tom Forrester | Also mentioned that meetings like this could take hours. | |
| Dr Forshaw | Suggested that just the Chairs of each PPG could perhaps get together and have a meeting of their own if desired | |
| Michael Finney | Hyperlinks to blood pressure recordings – The practice sends hyperlinks to patients requesting their recent blood pressure recordings however not all patients have a smart phone to be able to use the link. Is there an alternative? Anna explained we can now email patient's using accurx as long as we | |

THE MANOR PRACTICE

Dr Mark Forshaw Dr Nigel Speak Dr Fraser Hewett Dr Ana Dasgupta
Dr Steve Garbutt Dr Fiona Armstrong Dr Waheed Ahmed

| | | |
|----------------|--|----|
| Michael Finney | have the patient's permission but would the patient be able to respond to the link if sent by email? Anna will check | AC |
| Tom Forrester | Can we add a message to the texts advising to call or attend the practice to request an email if they are unable to use the link? | |
| | Patients also have the option to write their BP readings on paper and hand it into the practice. However, sometimes admin can take a while to upload this onto the records meaning the patient will keep getting text messages requesting their BP readings. | |
| Anna | If a patient is able to respond to the link sent via accurx, then the response should automatically save to the records. Another alternative is for patients to use the health kiosk located at both sites which will then automatically save an updated BP onto the patient's records. | |
| Richard Austin | Test results – Dr Forshaw explained we encourage patients to view their results via the NHS app. However patients have to be aware of the comments made by a GP against that result i.e. a result may be slightly abnormal but it is still a normal result for that particular patient (given other investigations done or their medical history). | |
| Sue Kay | Visitor sign in – now done by a QR code but what if someone's phone doesn't have the ability to scan a QR code? Anna advised we are still keeping the visitor books for manual sign in as well. | |
| Michael Finney | Lease - It was discussed in the previous meeting that the lease for James Preston Health Centre does not allow us to open on Saturday unless it's for immunisation clinics. | |
| Michael Finney | What is the practice doing to create more appointments? – Dr Forshaw and Anna explained that the practice is always trying to expand. For example, we are trying to get possession of the podiatry room at James Preston. To expand the practice, we need to consider budget, space and staff etc. | |
| | Date of next meetings: 03.06.2024 29.07.2024 09.09.2024 21.10.2024 02.12.2024 | |

Date of next meeting – 3rd June 2024 @ 1pm

PPG MEETING 22nd APRIL 2024

CHAIR REPORT

Good afternoon and welcome to our 3 new members.

For this coming 12 months as Chair, I plan for meetings to be presented more professionally, this has been difficult to achieve with so few members. However the priority has been to keep the PPG running through difficult times in a way that is possible.

Areas of meetings that need to be addressed are

- minutes of the meetings to be printed for each member in readiness for the next meeting. After going through, will be signed off and put on our website.
- Minutes on our website needs to be improved, I hope with the proposed signing off of minutes will help making it a priority for our group.
- I would like to see a return of our newsletter, both paper copies and online. This has been a successful communication tool for patients in the past.
- I have taken action in updating our communication books, these are next to our notice boards at both sites.
- Finally, in meetings, I would like to plan meeting dates for the year ahead. Obviously they maybe dates when its not possible, but I plan at least to have a structure in place.

I need to mention that I have been extremely happy with the recent interviews taken place, it can be difficult at times to reach for the right people to enlist to be a part of our team. We still need to address more of a demographic with the younger patients, a difficult ask in this challenging world.

It is good to see that finally the phone system has had an overhaul, seems to be all positive so far, from patient feedback already received. We await more feedback as time goes on.

Health awareness days (HAD) are to continue with an aim for 2 events in the coming 12 months. These have been well attended in the past and members will meet up and discuss an action plan.

Our practice unfortunately does not have a particularly good star rating when it comes to reviews on various internet platforms. We as a group with the practice need to address ways to change this, it is a large practice and we need to find out what areas we need to improve.

Finally, the PPG, first and foremost represents the patients of this practice. It is important as well as a priority, that we continue to listen and take on board any comments made.