

Partners
Dr M L Forshaw
Dr F Hewett
Dr A Dasgupta
Dr S Garbutt
Dr W Ahmed
Dr F Armstrong

Salaried GPs
Dr C Parnell
Dr J Westwood
Dr K Shivaraj

The Manor Practice



.Meeting Agenda – PPG Meeting 24th March 2025

Chair- Sue Kay

Minutes- Amy Jackson

Stew 19/05/25

Attendees- Angela Cornwall, Amanda Hume, Bill Grove, Perdeep Muthi, Richard Austin, and Leanne Hoye, Dr M L Forshaw

Apologies- Tom Forrester

Agenda items:

Raised by	Agenda Item	Action Owner
	PPG minutes from 24/02/2025 signed by Sue	
	Chair report given by Sue	
Sue	<p>PPG News – Sue proposed the open day is postponed as they are not fully prepared yet. No objections raised.</p> <p>The NSPCC also advised they cannot attend on the planned date so once a new date is confirmed, Sue will send a new invite for a spokesperson to attend. The NSPCC have provided leaflets to hand out but some of the leaflets are 20 pages long. Perdeep suggested handing out a single paged leaflet with the appropriate links enclosed.</p> <p>Sue – would property services object to boards and posters being put up to advertise the open day?</p> <p>Leanne confirmed we now have permission from property services to host the open day at James Preston Health Centre and they wouldn't object to posters being put up.</p> <p>Sue – would the practice be able to provide tables? Will the PPG be able to use paper cups and put up flag bunting? – yes.</p> <p>Could a sign/poster be put up at Ashfurlong to redirect patients to James Preston on the open day?</p> <p>Leanne will check if a diabetic nurse is happy to work for the open day.</p> <p>Leanne and Sue to liaise privately to discuss further dates for the open day. PPG members to let sue know what days they cannot do.</p>	<p>Leanne/Sue</p> <p>Leanne</p> <p>All PPG Members</p>
Leanne	<p>Practice News – Leanne confirmed the new triage system is up and running and the practice has seen amazing success in the first week. When a patient calls with a problem, reception will now have a series of questions to go through and the result will advise what pathway or appointment is best for the patient, whether it should be pharmacy, A&E, urgent appointment, routine appointment or nurse appointment etc. The demand for appointments is still there but the new triage system allows Leanne to look at what appointments are most in demand and amend the appointments book as necessary.</p> <p>Because the triage system was in-house built, the practice has full control and can amend the system to the staffs and patient's needs.</p> <p>Bill shared he has heard positive feedback about the new triage system.</p>	

	<p>Richard - what would happen if the practice did go full digital in the future, using the AI generated system Ashfield and SCGP are using. Will patients who do not have access to the internet or are even capable of using the internet, be able to request an appointment?</p> <p>Leanne explained that currently if a patient cannot complete the online form, they can call their practice as normal and a receptionist will complete the form for them. However this is taking at least 20 minutes over the phone and is not beneficial to the practice. By changing to a fully digital system, you are also taking away the level of care that receptionists are able to provide. Therefore, The Manor Practice has no plans to change to a fully digital system soon.</p> <p>Amanda – are patients of The Manor Practice able to request an appointment online now?</p> <p>Leanne explained that for non-urgent queries including medical and admin requests, patients can complete an online form via our website (link included below) which will then be actioned by a member of staff within 1-3 days.</p> <p>https://accurx.nhs.uk/patient-initiated/m85033</p> <p>Sue – what's the policy on if a patient is unable to call the practice themselves?</p> <p>Leanne advised we will take calls from someone calling on their behalf, whether it's a carer or next of kin to arrange an appointment. Patients also have the option to email and we can accept paper letters/notes signed by patients.</p>	
Sue	CCTV – Leanne confirmed they are awaiting quotes from the CCTV company.	
	<p>AOB – clarification on room bookings, Leanne confirmed she will be responsible for booking the conference room for future meetings.</p> <p>Dr Forshaw then arrived to the PPG meeting.</p> <p>Sue – when PPG members meet, who can book the room?</p> <p>Sue can contact either Leanne or Kirsty, or both, to book a room.</p> <p>Perdeep – could the PPG members stay behind after each practice meeting rather than arrange separate meetings? Sue explained this can be difficult due to her working hours.</p> <p>Sue – could texts be sent out to patients to advertise the PPG and encourage patients to join? The PPG are keen for patients of a younger demographic to join.</p> <p>Amanda – have the application forms been replenished at both sites?</p> <p>Leanne confirmed yes they have. The rolling screens have also been turned on but the PPG board is yet to be moved. No one's BIO has been added to the board yet as we have only received Amanda's. PPG members to send us a BIO.</p> <p>Leanne provided posters about children's immunisations.</p> <p>Amanda – have the PPG communication book covers been amended?</p> <p>Sue had amended them but it's felt that it is still not clear that the communication books are NOT for appointments. Leanne offered to redo the covers. Dr Forshaw also suggested about having the PPG email on the covers.</p>	<p>Leanne</p> <p>PPG members</p> <p>Leanne</p>

	<p>Amanda – how does the catchment area for our practice work between both sites? Leanne explained there is one catchment area for both sites. Patients are able to request routine appointments at their preferred site however, Dr Forshaw advised that if an urgent appointment is needed, an appointment will be offered at whichever site has the most availability in order to avoid any delays.</p> <p>Sue – who will be responsible for contacting patients whose PPG application has been declined? Leanne confirmed she will contact them. Sue advised that at the beginning of each interview, she does specify that just because they have an interview, it does not mean their application has been accepted.</p> <p>Richard – can adults apply for vaccines? Leanne explained we are always inviting adults for their routine vaccines such as flu, shingles, pneumonia, and RSV etc. Currently we are inviting patients 75+ for their spring covid booster. There are many catch up campaigns and it may be possible to adult to have an MMR vaccine if they did not have one as a child.</p> <p>Vaccines are one of the practices biggest source of income. The practice has to back order the vaccines in advance, and for every vaccine given, the practice is then reimbursed. The practice loses out on money if there are vaccines left over. Perdeep suggested this is added to the rolling screens. Sue has noticed that during flu season, the amount of DNA's drastically increases. We find this is because patients will book their vaccine with the practice and then choose to go somewhere else like boots and not cancel their appointment.</p> <p>Sue – When Dr Forshaw is unable to attend the PPG, is another GP partner able to attend in his absence? Dr Forshaw is one of the only GP partners who works at Ashfurlong on a Monday. Possibly Dr Garbutt or Dr Dasgupta could attend.</p> <p>Leanne suggested to start planning the next open day after the children's day. The next focus for GP's is all about prevention so Leanne has suggested the next open day is based on this i.e. hypertension and cholesterol. Sue – what is the practice planning to do for this next focus? Dr Forshaw explained that the practice has a register with patients on hypertensive medications, statins etc and the plan is to review patients and ensure they are within their targets.</p>	<p>Leanne</p>
	<p>Communication books – No new comments in the book at James Preston.</p> <p>There are few comments in the book kept at Ashfurlong about turning the music down however, Dr Forshaw confirmed the music is there to protect confidentiality and ensure no one can hear conversations coming from the clinic rooms.</p> <p>There was feedback about a patient not being able to book a GP appointment when he was advised by the GP to book a follow up. This would have been before the new triage system was in place and it was felt that the GP was on annual leave, hence the patient struggled to book a follow up. GP's also have their own slots only they can use to book in their own patients if they want them followed up.</p>	

	There was feedback about a patient who struggled to access the Ashfurlong building due to being a wheelchair user and only one of the automatic doors was open. Leanne advised the automatic door is due for repair and will ask the practice's finance manager to chase it. The same patient thanked Caroline on reception for her assistance.	Leanne
--	---	--------

Date of next meetings –

19th May 2025

30th June

8th September

20th October

1st December