

Patient Participation Group (PPG) Minutes

Location: Woodside Medical Practice

Date and time: 03 April 2023 @ 4.00pm

Present: Mary Emmerson (ME), Linda Karnes (LK), Ian Milroy (IM), Frank Curry, Chairman (FC), Gill Dinwiddy (GD), Jim Hermiston (JH), Kate Hunter – Practice Manager (KH), Tracey Martin – Practice Medical Secretary (TM).

Apologies: None

Items of Discussion

1. *Review of previous meeting minutes*

Minutes approved

Actions Updates from last meeting

- *Answerphone message* - KH confirmed that the Practice is in discussions with Redcentric (telephone provider) to amend the answerphone message. KH explained that we currently have 4 holding messages but this will increase to 12. This will give more flexibility and adjust messages which are more seasonal appropriate etc. A 'number in queue' will also be added.

Action: It was agreed by all that the message would be best recorded by a GP partner for a more personal element than a generic voice.

- *Clinical requirements and Clinical meeting agendas* – an example of a clinical agenda was sent by email to all Members. KH explained that these meetings take place on a 'clinical need'. The last meeting was September 2022 where COVID and Flu vaccines were discussed and the upcoming winter pressures. No questions raised.
- *Woodside Patient Survey* – *It was previously discussed that a survey could be created and sent to patients to encourage feedback and it was agreed that KH would draft possible questions that could be asked.* KH advised Members that currently Mjog was used to randomly select patients via the algorithm method following an appointment. Members were advised of these questions. KH advised that there is a 70% return rate and these results are discussed once a month at the Practice staff meeting. The majority are positive with any negative comments centred on appointment availability.

KH explained the procedure of Staff meetings which included discussing patient feedback and discussed the 'informal' end of month staff meeting which was a 'bring and share' with a chance for staff to get together over lunch.

PLT meetings regarding frequency and importance to ongoing in-house training were explained to Members.

- DNA appointments previously discussed, and KH offered additional information. Current Practice protocol is if patient DNA's 3 appointments, a letter is sent to patient. Figures showed that DNA rates were higher when appointments were booked ahead than booking on the day. KH explained with a telephone call the GP will make 3 attempts to call the patient before recording as a DNA.
- Members keen to see if any Clinician had a particular interest or specialism. List attached below which includes GP Partners, Salaried GP, and current Locums.



Woodside Medical
Practice Doctor and

- *Members are keen for information to be updated on TVs in reception. KH advised Members that quotes are currently being sought and this will include bigger TVs with larger print than at present and will be updated remotely. This is due to be discussed at next Partners meeting.*
Action: KH to update Members with progress.
- *Members had previously raised the issue of the availability of a room if a patient needed to discuss a confidential matter with a member of staff whilst at reception. It was agreed that KH would check with reception staff on room availability. After checking KH confirmed with Members that although there is not a designated room in reception to discuss confidential matters, there is always a room available on the ground level, this may not always be the same room every day, but there is always an empty room if needed to discuss any confidential matters if required. Members had no further questions.*
- *At the previous meeting Members noted that guidelines suggest that a GP would attend the PPG meeting. KH explained that due to work pressures this continues to be difficult, but it is noted.*

2. Group Member Introductions

None.

3. Practice Updates.

○ New GP Contract

KH advised Members of the new NHS England contract that came into force 1 April 2023. This new contract states that patients must be dealt with on the day and not be asked 'to call back'. Patients will be signposted to other services if appropriate, these will include pharmacy, 111, Social Prescribers, eye care etc. KH explained the importance of sign posting and advised that all information was available on the website for patients to view.

○ Call volumes and telephone system

Members were advised that the average calls per day were now at 250 which is manageable, with an average wait time of 4 minutes and 58 seconds.

- Patient Access Online

Members were informed that 26% of patients are now using the NHS App. Figures are slowly rising each month which is possibly due to additional information now available to patients.

On personal levels Members were happy with their own experience of using the app but commented that whilst some members of their household could access information, others couldn't.

Action: KH to speak with SB for any ongoing issues and to provide regular updated figures for Members on patient usage of app.

- Staffing at Woodside

Woodside Clinical Staff:

KH advised that regular Locums are in place until permanent GPs are found.

Dr Julia Camm (with a view to a possible salaried role)

Dr Roisin Cartwright-Terry

Dr Ed Penman (who has now committed to Thursdays and Fridays at the Practice)

Dr Maurice Price

Dr Beata Godz-Gibb (who is polish speaking and it is hoped that this will assist our polish community)

Woodside Admin Staff:

KH advised that all admin roles were now filled, and that this is the first time since pre-covid.

Primary Care Network staff (PCN):

No news to report on PCN as next meeting was scheduled mid-April, but KH reiterated to Members that PCN and Surgery continued to work together and share resources.

- Surgery website:

Members were advised that the surgery website was now up to date and that PPG minutes were also available on website.

- Routes of Care (Triangle of patient care)

Discussed at previous meetings and it was agreed that an updated version would be useful, and available to patients (on the TV screen) to help them understand the move towards the use of newer staff roles i.e. nursing associates – with whom appointments might be offered. It was also agreed that this would be a good tool to try to educate patients that a GP appointment is not always needed. Members are also keen to share information and resources with the Park Lane Community Centre, in particular information regarding Social Prescribers.

Action: KH informed Members that it had been arranged for a PCN Manager to attend the next PPG meeting who will be able to give a clearer understanding of the PCN role and answer any questions that the Members may have.

4. PPG Membership

Members continue to recognise that the PPG Group still has under-represented groups and younger Members are needed. Discussion took place regarding how to get more people involved/aware of PPG. Updated information on the reception TV and posters, information added to the surgery website and perhaps a more targeted MJOG message were also discussed.

Action: Members and KH keen to discuss again with further options.

AOB

- Members asked if the Practice had thought about a weight/BP machine in reception has other GP Practices offered this. Patients could take their current and BP before seeing the GP. KH advised that this was something that the Practice was looking into.

Action: Members to be updated with progress

- Historically, previous meetings had convened at 5pm but today this meeting had convened at 4pm. Current Members were happy for future meetings to commence at 4pm.
- The Duty Doctor at the time of the meeting was Dr Thompson, she popped in to say hello to Members and she strongly reiterated:
 - How important the PPG was to both the Practice and Service users.
 - The current national problem with the recruitment of GP's, and
 - The lengthy waiting lists at the hospitals.

Dr Thompson asked Members that if they had any ideas or suggestions as service users, these would be gratefully received.

- Members asked who would qualify for the new spring Covid vaccine and who would administer. KH advised that the vaccine was initially going to be offered to the over 75's and high risk and would be offered by the pharmacy. KH also advised that currently staff were not being offered the vaccine.

NEXT MEETING – MONDAY 10 JULY 2023 @ 4.00PM