

Patient Participation Group (PPG)

Minutes

Location: Woodside Medical Practice

Date and time: 12 July 2022 @ 5.00pm

Present: Mary Emmerson (ME), Linda Karnes (LK), Ian Milroy (IM), Frank Curry, Chairman (FC), Gill Dinwiddy (GD), Nicki Mott – Temporary Practice Manager (NM), Tracey Martin – Practice Medical Secretary (TM).

Apologies: Jim Hermiston (JH)

Items of Discussion

1. *Review of previous meeting minutes*

Minutes approved. It was noted that the copy provided at the meeting included 'track changes'

Action: Tracey to check to ensure finalised Minutes uploaded to website.

2. *Group Member Introductions*

None.

3. *Practice Updates.*

○ Call volumes

Figures showing month to month call data was made available to Members. NM noted that certain factors contributed to the change in figures which included the number of days in each month and subsequent non-working days, Bank Holidays, sickness and staff holidays. It was noted that in January staff were off with COVID, February and March, is the end of the financial year, so staff are taking any outstanding holiday entitlement. Data did show a drop in answered calls for those months. Data showed that in March the average wait time for a call to be answered was 8 minutes, but over the past months that has been steadily improving as data shows that in June the average wait time was 2.5 minutes. This is due to more available staff. NM stated that figures show, that in Telford generally, the average wait time with other surgeries in 15 minutes, and that Woodside is one of the best overall. PPG happy with improvements.

Outcome: Members would like to continue to have monthly breakdown of data and NM will provide further breakdown of information i.e. working days etc.

○ Complaint Data

NM advised that since last meeting one complaint had been received and was successfully resolved. It involved the lack of availability of HRT medication. NM advised that lessons were learnt and processes amended.

NM advised Members that nationally, there are lots of medications, where availability is difficult, and these issues are due to lack of supply.

○ Friends and Family Feedback

Data available to Members. Responses still remain low but are slowly improving. NM stated that throughout Telford, the responses were generally low.

○ Routes of Care Strategy

Information was given to Members at previous PPG meeting showing a 'triangle' of staffing structure and an explanation of clinical terms used was given.

NM explained the role of the PCN and the importance of educating patients that not always a GP is the best use of resources. NM advised of staff available through PCN. NM advised of the current pressures on GP's and perhaps the PPG could help with educating patients that not always a GP is needed. The 'triangle' of services was discussed and the possibility of placing this around the surgery for patients to see.

Action: Members would like to discuss, the 'triangle' further and bring back to next meeting. NM to ask other PM's if further information is available

○ Staffing at Woodside

NM advised that Dr Harwood was leaving the Practice, Members saddened by the news. Members aware that a new GP Partner would be joining the Practice hopefully in August – date to be confirmed.

Members made aware that there is a current vacancy for a salaried GP and NM made Members aware of GP to patient ratio (currently, roughly 1 GP to every 2000 patients). All aware of the current GP shortage.

NM advised that interviews have taken place for a Practice Manager and a possible candidate was identified. NM will remain in post until a new PM is found and a handover will be undertaken.

○ Appropriate Appointments

All members agreed that this was discussed fully at previous meeting. No further discussion needed.

Members did ask if surgery had an issue with missed appointments and NM confirmed that the surgery numbers were low. NM offered to provide data, Members declined at this time.

○ Patient Access Online

Discussed at last meeting and NM advised from 1 April 2022 that there would be a change regarding the information that patients could access, this did not take place and was put back until 1 July. NM happy to provide data if required by Members.

○ Telephone Appointments booking time

Members asked for clarification regarding telephone appointments i.e. if a telephone appointment is scheduled for 10.15am, when realistically could the call be expected. NM explained that the time is used for booking the appointment on the booking system, but certain clinical factors do contribute to the actual time of the call and the GP will make the calls on clinical risk. Members suggested that when a telephone appointment is booked perhaps the admin staff could give clearer information to the patient of when the likelihood of the call will be.

Outcome: NM to speak with admin staff and although at present staff inform patient that the given time will be flexible a further option might be to suggest to patient that the call will be either am or pm to give a more flexible option.

- Extended Hours Opening
Weekend opening and extended hours will change in October 22 with a possible 40 hours needed. This will be divided between the PCN network of Court Street, Stirchley and Woodside. Negotiations are still taking place and are yet to be fully finalised. Members all agreed that these appointment should be prioritised for working people.
Outcome: NM to update when additional information available.
- Patient numbers at Woodside
Data provided which shows patient numbers are not dropping.

4. PPG Membership

Members still recognised that the PPG Group still had under-represented groups. It was suggested that the TV in reception could offer information about joining the PPG

Action: Members to provide wording and give to NM to add to TV

It was the consensus of all Members that their aim was to feel as though there was something positive arising from the PPG meetings. All Members felt that this would be possible if they had a greater understanding of the system and would feel able to make more of a contribution. They all felt that at times the system was complicated.

Action: NM is more than happy to offer any further information regarding processes and procedures to give the Members more of an understanding, and to prepare 'what GPs do' initially

AOB

- COVID Booster Vaccines
NM explained that 4th COVID booster would not be given at the surgery and would most likely be at the Community Centre and those eligible would be notified from a central system. Surgery only had access to vaccines for housebound and care home patients.
Action: NM to source information to Government website and forward to Members.
- Members asked about patients who are currently registered with Dr Harwood. NM explained that they will be transferred to another GP in the Practice, but that patients can see any GP and are not tied to their 'registered' GP.
- NM advised on a current national push for minor problems to be dealt with via the Pharmacy. It was noted that Woodside at present does not have a permanent pharmacist and is using locums
Action: NM to offer further information when available.

Members offered positive feedback when dealing with Woodside Pharmacy

- Safeguarding in Telford
For PPG information. Publication due out 12 July. A rise in numbers reported are then expected.

NEXT MEETING – MONDAY 03 OCTOBER @ 5.00PM