

PPG Meeting

Date

Fri 14 Feb All day

Confirmed attendees

Amy Hood, Kate Slater, Tyler Bailey

Other Attendees

PB, SD, LW, GW, CH, RW, RH, PW, FMS

Details/Agenda

1. Welcome
2. Introductions
3. Word from the Chairman
4. PPG Suggestions box
5. Notice board
6. Proposal to reduce call times to move fit notes to the app - Kate
7. Practice update – Kate

- Building

- Staffing

- DNAs

8. AOB
9. Date of next meeting

Minutes

Welcome and apologies

CC, DS, TF send apologies.

CC sends feedback from network meeting that we have good attendance and locally appropriate representation.

Introductions

Round robin to welcome and introduce new assistant practice manger TB

Word from the Chairman

- Annual update of terms of reference for PPG participation pack passed round with standard updates - all members will need to sign at next meeting.

- AGM - last AGM was moved from April to September RH asks the group if we put AGM back to April and do another vote for chair and vice chair? Put to the table for decision, majority in agreement to do so. AGM decided for **Wed April 30th 7pm**. Suggestions put forward for discussion/attendance of other services; Allied pharmacy, council landlord, PCN

for extended access

- Reception call in board cutting off some of the writing - AH has since checked and updated this

PPG Suggestions box

Not being used much, mostly empty apart from a few kids drawings, keep it out for now.

Call times

- Admin (med3, test results, letters etc) requests are moving from being able to request by telephone to an online service instead accessed via NHS App or our website in a bid to reduce call volume.
- Phone line message by AJD has been updated to reflect this
- Update on call times by KS - Prior to changes we had an average wait time of 9 minutes in the 8-9am rush hour . After implementation of admin (only been active for 2 weeks) via website/online down to average of 6 1/2 minutes in the 8-9am rush hour.
- Figures for online requests/messages from patients Gone up from 70-80 per month (nov/dec/jan) to 99 as of this meeting which covers first two weeks in feb showing a significant increase.
- Concerns addressed over digital exclusion - While we are encouraging patients to use online services as much as possible, if a patient is computer illiterate the receptionist will fill in the form on the patients behalf. This ensures fairness for those using the service correctly as this way requests are dealt with in a queued system so no one is able to skip over and have theirs done sooner.
- To review data in a few months and see how effective it has been

Notice board

- RH asks for volunteers to take over then notice board. FMS and CC (agreed outside of meeting) agree to jointly look at the renewal/updating of the noticeboard. SD may help but unsure if has time at present.
- Consider making writing larger /easier to read
- Clearer description on what the PPG is/does
- Consider adding a QR code link to the minutes on the website -AH will look at after website updates as links will alter

Practice update

Building

- Most outstanding issues are now dealt with, air con, doors, carpets all fixed/renewed.
- KS and council are communicating much better now and all jobs are logged and monitored by TB.
- There is one fire door which the electronic auto closers battery is dead and is constantly beeping but as it not necessary

to have the door open its not regarded as an urgent issue.

- Health and safety exec was in last month and confirmed all up to code.
- The empty store front on ground floor is unfortunately still under lease so we are unable to put a request for its use at present.
- PW comments that front door is quite dirty and the general frontage of the building isn't looking well kept. This will be brought up with council as its a communal area.

Staffing

- HW our other care co-ordinator who took minutes at these meetings has left her post for a new opportunity, the vacancy closed yesterday and we are awaiting interviews.
- We also have admin 2 job roles up one Patient service advisor and one for a secretary which will provide an additional 30 hours of admin.
- There are two new GP's starting one at the ned of Feb covering Mondays and Fridays and one in March covering Monday/Tuesday/Wednesday.
- Discussion SD and KS on GP contract around wait times for appointments. GP contract states up to 14 days is appropriate for a routine appointment. If clinically appropriate would be offered sooner. CH could we aim for better than this? KS as there is no additional funding at present to do so it wouldn't be feasible. FMS Are appointments booked based on conditions? KS yes its very much based on what condition is reported when booking in, for example a stubbed toe would be considered non urgent and could be offered up to 14 days ahead but if its for a Urine infection for an elderly person that requires antibiotics then you would be offered same day. RH Its all triaged then? KS Yes there are some same day/next day appointments saved for this. Reception will care navigate to the clinically appropriate appointment which may not necessarily be what the patient wants but what they need.

DNAs

- TB has done some work around renewing the DNA policy and updating letters, to be passed to partners for discussion soon. Updates to be - 2 letters then phone call from TB. Then if a 4th DNA will be discussed by partners with a view to temporary removal from surgery.
- percentage has come back down to 3% so we are doing much better than last few months now
- Discussion - GW believes we are being very lenient. KS we added the 3rd response to be a phone call for helping people overcome any issues stopping them from attending. RW would be hard to get lower than 3%. RH yes there are always going to be a few who simply forget a one off or are late due to traffic etc.

AOB

- Practice website is having a overhaul with removal of lots of outdated information and alterations to it look and feel to make it easier to navigate/use. Hoping to launch by 1st march and by AGM will be able to show everyone on large screen. KS enquires if anyone would like to test it out prior to launch, most in room were responsive. KS will get in touch with RH re this when we are ready.
- Heidi AI - anonymous online transcribing service now in use, patients have to consent prior to GP use. On our website and posters are up. Some disturbance/heated discussion in the meeting here where everyone was talking on top of each other regarding this new technology and its implementation. To be tabled for further discussion at a separate meeting date to be confirmed.

- PW joined Aston charities, for families in crisis. She would like us to be aware of the service and notes that they haven't had many new referrals lately. She will email over the details.
-

Date of next meeting - TBC

Actions

1. Practice to advertise AGM date 30th April 7pm for general public to attend with posters, newsletter, website as usual. - *since meeting poster is up in between checking in machines and will be on March's newsletter, waiting on website updates to add on*
2. TB to report to council please regarding dirty/untidy frontage to building including glass doors
3. Date of next meeting TBC KS and RH to decide.
4. To collect signatures for update of terms next meeting.
5. KS to ask council (Adrian), Allied (Pharmacy First) and PCN (extended access) if they would like to attend the AGM