



Patient Participation Group Meeting

Venue: Bridge Surgery

Date: Tuesday 19th December 2023

Time: 10:00-11:45

1. Welcome and Introductions

- a. Attendees: Val (VB) Secretary, Janice (JC), Julie (JB), Carol (CR), Dr Lawrence Richards (LR), Michael Lacken-Whelan (MLW) – Operations Manager
- b. Apologies were received from other members who could not attend. Apologies also received from two members who are no longer able to participate in the group.

2. About the PPG

- a. The Patient Participation Group is a group of patients that come together once a quarter to discuss how we can improve access to the surgery and to ensure our patients are communicated to with changes quickly and effectively.

3. Previous actions/comments

- a. Dr Gulzar is still looking into the Results information for patients, therefore this item was carried forward.
- b. It was hoped that the new website would be launched before Christmas. Unfortunately, due to the amount of work involved in making it as user-friendly and informative as possible, this will now go live in January 2024.
- c. The Chair and Secretary positions had been successfully filled, following the previous meeting. Jan Dingley (JD) accepted the position of Chair and Val Bache (VB) accepted the position of Secretary. Unfortunately, JD was unable to attend today's meeting and therefore MLW acted as Chair.
- d. MLW, JD and VB had met prior to this meeting to discuss the way forward.

4. Update from Practice

- a. With the increase in staff numbers, appointment availability has also increased. Patients can now log online to access appointments, or, alternatively, via their own NHS App after 19:00pm the night before to access appointment availability for the next day. These appointments are a mixture of Face to face and telephone call back, but if it is a telephone call back the GP or other professional making the call feels a face-to-face consultation is necessary, then an appointment can be arranged.
- b. The new telephone system is now working well, any initial problems have now been dealt with. Feedback from patients has been favourable. Once there is more than 5 people in the queue you can press the option to have a call back from reception, without losing their place. This, together with the availability of online appointments, has also had a positive effect on the number of incoming calls and the speed at which they can be dealt with. There are certain days/times that are still very busy, but this is only to be expected.



- c. MLW reported that DNA figures are still a cause for concern. It is hoped, that with further information becoming available on the new website, patients will become aware of the DNA procedure and how it affects the Practice. The catchment area for the Practice is continually expanding. Every effort is being made to provide appointments at times to suit more people. Also, to stagger appointment times to alleviate pressure on parking. Unfortunately, there is no way to extend the car parking area and it is hoped this will be kept available for face-to-face patients as much as possible.

5. How to ensure we communicate fully out to patients

- a. With the launch of the new website, patients will be able to access far more information. The Website will also be used as a tool for further communication. MLW has helped to build the Website and is hoping it will be far more informative for patients. It will provide further information amongst other items, on how to obtain appointments, forms to be completed, sick notes and any issues that may be affecting the running of the surgery at any particular time i.e. if staff shortages are having an impact. MLW will have direct access to update the Website. MLW hopes to provide a “soft launch” during January for the PPG members to receive their feedback on the Website before it goes live. VB suggested the Burton Civic Society may have old photographs of the building that could be used for the Website. MLW to research.
- b. It is hoped that as the PPG becomes stronger and patients are aware of the group, then feedback may be forthcoming by word of mouth. It is also hoped that PPG members can spend some time in the surgery waiting area to communicate with patients whilst they wait.
- c. As there are a lot of local groups around the area, the possibility of arranging talks/discussions from various members was considered.
- d. MLW will be producing a Newsletter. This could be displayed in the waiting area and also be available on the Website. The Newsletter will contain information in respect of staffing, appointments, charitable causes and forthcoming events. MLW would like any ideas you may have to be discussed with him. Facebook was discussed and how this can have a positive and negative affect on feedback. Some good comments have been coming through and this is also monitored.

6. Updates from PPG members

- a. CR mentioned that she is still in touch with John Bridges who is Chair of the East Staffs PPG. This group meets at the Brewhouse Voluntary Centre regularly to discuss what is happening in the district. It was agreed CR to contact John Bridges to invite him to talk at our next meeting.
- b. VB asked LR if, as a GP at the surgery, he is happy with the progression made over the last 12 months. LR confirmed this and agrees good progress is being made.

Date for the next meeting

- c. TBC