

Patient Participation Group Meeting

Venue: Bridge Surgery

Date: Tuesday 20th June 2023

Time: 13:00pm – 14:30pm

1. Welcome and Introductions

- a. Introduced each PPG member and the new Operations Manager.

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. Nominate and Chair and Secretary

- a. We discussed as a group the nomination of a Chair and Secretary to be able lead the meetings and take minutes for each of the meetings. This will be discussed again at the next meeting.

4. Update from Practice

- a. As you are aware lots of our patients have been having issues with our current phone system. We have taken all the feedback on board and will be moving to a new phone system this will be happening over the next couple of months with a hopeful Go Live in September/October. Some of the changes that you will see will be:
 1. Queueing system on the phones.
 2. An option to hold your place in the queue.
 3. No more busy tone.
- b. We will also be introducing a system called voice connect which will help support the booking of appointments with our GP, Nurse and HCA's. This will enable patients to book via the telephone whether that be when we are open or when we are closed. This will help when we are targeting for patients to book appointments for example Smears, Asthma Blood Pressure etc.
- c. We will also be using more ways through text messaging and booking links for you to access appointments.

All of these will hopefully free up having to phone the practice which hopefully makes more accessible to all.

5. Update on our workforce

- i. Dr Kailasan – Started in June 2023
- ii. Dr Agoi – Salaried GP – Started in March 2023

- iii. Dr Saeed – Salaried GP – Started in March 2023
- iv. Sarah Toon – ANP – Starting in August 2023
- v. Mitesh Ravi – Pharmacist – Started in January 2023
- vi. Khalil Akbar – Pharmacist – Started in June 2023
- vii. Claire – Pharmacist Technicians – Started in May 2023
- viii. Shelley – Pharmacist Technicians – Started in May 2023
- ix. Claire, Charlotte and Abigail – Reception Team – Started in March 2023

6. Within the last few months we have increased our clinical and non-clinical teams to ensure we can stream line processes and also support our clinical team and our patients. We have had our colleagues move within roles within the practice.

- New roles within the practice
- Care Coordinators
- Workflow administrators
- Pharmacy team
- Advanced Nurse Practitioners

7. Updates/Suggestions from PPG members

- a. Issue with ordering medication when supply runs out.
- b. Struggling to get a GP appointment.
- c. Not enough slots for MED3 slots.
- d. Staff not knowing our website or online presence with what's on there.
- e. Our website is not fit for purpose and not very informative.
- f. To look at where to go for prescribing pharmacists.

8. A.O.B

- a. As the group works through together through the coming months we will be able to update more effectively as we build more effective communication to all.
- b. We discussed more effective communication and looking at doing a newsletter for patients just to ensure more patients will be informed of what is happening at the surgery.
- c. We will need to look at how patients can communicate with the PPG Chair to pass any concerns on or good news stories.
- d. Next meeting to ensure we have consent from all patient to publish names and share contact details.

9. Dates for future meetings

- a. Thursday 21st September 2023 – 17:00pm – 18:30pm
- b. Thursday 14th December 2023 – 17:00pm – 18:30pm
- c. Thursday 21st March 2023 – 17:00pm – 18:30pm