

Patient Participation Group Meeting

Venue: Bridge Surgery

Date: Thursday 21st March 2024

Time: 16:30pm – 18:00pm

- 1. Welcome and Introductions** Jan (Chair) opened the meeting and welcomed everyone
 - a. Attendees: Jan, (JD) Chair, Michael Lacken-Whelan (MLW) – Operations Manager, Val (VB) Secretary, Julie (JB), Kerry (KB), (DM), Carole (CR), Dr Shereen Rafiq and Janice (JC)
 - b. Apologies - none received
- 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. The first newsletter has been issued and had been well received, with some positive feedback from patients, many looking forward to the next edition. MLW commented that the forthcoming editions would probably be far shorter, as there had been a lot to cover in the initial edition. There had been a few teething problems, particularly with printing, but with this in mind, printed copies were available in reception.
 - b. The new website had been launched at the end of January and again most of the early teething problems had been resolved. There are a certain amount of NHS guidelines to be adhered to, together with trying not to over-complicate the website. CR mentioned that she would prefer to be able to login on the front page, for ease, and apparently this is being looked into. There had been a big push for the NHS App to be used for making appointments, viewing test results and requesting repeat prescriptions but it was also known that not all Apps were working correctly.
 - c. Update re East Staffs – see 5 (a)
 - d. Dr Gulzar is still looking into the results information for patients, therefore this item was carried forward.
- 4. Update from Practice**
 - a. Dr Kailasan had left in February. Dr Calapaci had recently qualified and is now a permanent, part-time member of the team, currently working two days per week. There are currently two registrars for the 12-month period and both are seeing patients face to face.
 - b. A brief discussion took place in respect of the Advanced Nurse Practitioners (ANPs) as it was felt the public had little knowledge of their existence and the experience they are bringing to the practice. The two ANPs are seeing patients face to face and have a lot of knowledge. It was agreed an announcement would be included in the next newsletter to bring this to everyone's attention.

- c. Newsletter updates – see 3 (a)
- d. Call data – The new telephone system is proving a success, together with more appointments being available to book either online or by calling. The volume seems to be decreasing slightly, with between 60 and 80 calls being dealt with between 0800 and 0825 on Monday morning.

There was a long discussion in respect of appointments and how these are now being handled. Overall, it was felt the system is much better now. A limited number of appointments are released at 19:00pm each day, via the App, and generally these are booked fairly quickly. More appointments are kept open for the next morning and some of these are treated as “emergency” and can be dealt with by the duty doctor. Clinicians can elect to see a patient face to face if, after a telephone conversation, they feel the patient warrants and urgent appointment. Dr Rafiq said he felt clinicians need to communicate better if they are asking a patient to return, say, in three weeks’ time.

Failure to attend appointments is not a major problem and some patients have even turned up at the surgery when in fact they should have been having a telephone conversation.

5. Updates from PPG members

- a. CR gave a brief update on her attendance at the East Staffordshire District Patient Engagement Group meeting. The meetings are held every six weeks at the Voluntary Services Centre in Union Street. Representatives from practices across Staffordshire attend to discuss topics affecting individual practices or what is happening within local, main and community hospitals in the area. It was agreed that at least one other member of the PPG would attend future meetings with CR (or two without CR). CR will forward the last minutes and a list of dates for forthcoming meetings, once she has the full contact list.

CR mentioned that the meetings may be moving to different premises later in the year, JD advised that the Claymills Pumping Station has a meeting room available and this information could be passed to John Bridges, if needed.

- b. Contact list – everyone has now agreed to their details being circulated and therefore MLW will distribute this via email.
- c. See below.

6. A.O.B

- a. The role of the PPG was discussed throughout the meeting.

It was agreed that members of the PPG should have a regular presence in waiting room area. Hopefully this will benefit the patients. They may feel more at ease discussing some topics with an independent person, rather than a receptionist or member of the medical team. Dr Rafiq said that usually there was no shortage of feedback if it was in respect of a particular consultation or clinician.

It was felt that a PPG member would be able to raise certain topics (discussed with a patient) and if it were a complaint or suggestion this could be dealt with.

It was agreed that perhaps two members of the PPG would be available on a given date. This is still to be agreed i.e a set day perhaps once per month. Once agreed, this information will be circulated via the newsletter and the website. It was suggested that perhaps some sort of survey could be carried out prior to this to see what patients might want from the PPG and to review the response received.

A notice board in reception would also contain information in respect of the PPG. Also, PPG members should have a certain amount of information available (i.e. crib sheets) so that information is given out consistently. Other information to be promoted could be the role of care co-ordinators, ANPs and pharmacists or if there is a need to promote certain vaccinations etc.

Confidentiality was also discussed, as obviously a PPG member may become privy to personal information.

The PPG could also have their own email address (for patients' queries) but this will need monitoring closely. There will need to be a disclaimer, in case people are including information that will not be dealt with urgently etc. Again, this would need to be reviewed in case it becomes unmanageable.

Dr Rafiq thanked the group. He said Covid had had a big impact. He felt the PPG could give a valuable insight and tap into valuable information not previously detailed.

7. Date of the next meeting:- Thursday 20th June 2023 (1630-1800)