

Patient Participation Group Meeting

Venue: Bridge Surgery

Date: Thursday 5th October 2023

Time: 17:00pm – 18:30pm

1. Welcome and Introductions

- a. Attendees: David (DM), Kerry (KB), Jan (JD), Val (VB), Janice (JC) and William (WP), Dr Sulma Gulzar (SG), Michael Lacken-Whelan (MLW) – Operations Manager,
- b. Apologies from other members who could not attend.

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. Issue with ordering medication when supply runs out – discussed the 28-day supply that the medication comes in and the issue is there is different number of days per month. Dr Gulzar informed that we are slowly moving through our 11,000 patients to move patients to 2 month supplies of medication. Also a question was asked with what happens if you are going on holiday or are trying to align your medications, if you put a note on the prescription request for this to be done, you will either be authorised or if they need aligning you will be booked in for a medication review.
- b. Struggling to get a GP appointment – We have introduced more on the day appointments and have increased our workforce.
- c. Felt at the time patients were struggling to book fit note slots – we have now ensured there are enough Fit note slots for patients to be book into if needed.
- d. As a group felt the website was not fit for purpose and does not give enough information. MLW informed the group we would be having a new website over the coming month with ready to launch in November 2023.

4. Nominate and Chair and Secretary

- a. 2 members of the group either put themselves forward for the role and they were voted by the other members.
 - i. Chair – Jan Dingley
 - ii. Secretary – Val Bache

5. Updates/Suggestions from PPG members

- a. JC asked about letters we receive from the hospital and asked when we receive the letters from the hospital does the GP see them. Dr Gulzar informed the group it depends on the letter, and it will be navigated to the

correct place and be dealt with for example if it needs to be seen by the GP and they need to contact the patient they will do.

- b. If you have a normal test result, why can't the GP text you to say it's an abnormal result – Dr Gulzar explained that this would take even longer to alert patients and would then end up taking away appointments to do this. However, you can check results on the NHS app if any support needed with this please speak with our reception team.
- c. Patients not attending appointments we do have a policy for patients not attending their appointments you will get 3 letters in total if you do not attend your appointment and if you do not attend for the 4th time, we will send you a letter asking you to register at another practice.
- d. Covid and flu vaccines – wanted to know why once they had booked; they were still getting messages to book and also why they received a text message a letter.
- e. Website having more electronic documents on the website to fill in rather than having to come down to the surgery to complete. Also putting statistics on the website to show the volume of calls and a bit more detail for the general population.

6. Update from Practice

- a. New Phone system – has been implemented and has gone well so far, patients have fed back they have found the system much better and a better service from the surgery. We will be introducing more features that will make it easier for the receptionists at a later date.
- b. Text messaging service we are using more text messages than ever to book appointments, this has helped with making it more easier and convenient patients to be able to pick when they would like to be seen. Has reduced the workload in the practice by not having to phone every patient. (If they do not have a mobile number, we do send a letter out to the patient)
- c. Newsletter we will be getting a quarterly newsletter up and running to be able to inform our patients of any updates that is happening at the surgery.
- d. We will eventually get our patients to communicate with the PPG group directly via email. We will also have a PPG page on the website.
- e. We will be moving to a new website over the coming month, it will be more user friendly for you as a patient and have more helpful and useful information on there for you.

7. Update on our workforce.

- a. Sarah Mullis – New ANP joining 13/11/2023 (M, T, W)
- b. Jo Dowson – Reception Team Leader
- c. Denise Bennett – Admin Team Leader

8. A.O.B

- a. Discussed the wound clinic at Branston Medical Centre that nobody really knows its there and you can book into the service as the practice does not do

wound dressing. We will also ensure our receptionists are navigating patients towards the clinic.

- b. Also looking at how we can support the local community for example supporting a local foodbank, we can create a box within the waiting room leading up to Christmas or looking at other local charities we could support.

9. Actions

- a. Bridge Surgery to look at Results information for patients.
- b. Website to be launched in November.
- c. Michael to send Chair and Secretary nominees out to the rest of the PPG to either agree or disagree.
- d. Michael to arrange a meeting with new Chair and Secretary once they have been agreed.

10. Dates for future meetings

- a. Thursday 14th December 2023 – 17:00pm – 18:30pm
- b. Thursday 21st March 2024 – 17:00pm – 18:30pm