



Patient Participation Group Meeting

Venue: Bridge Surgery

Date: Thursday 19th September 2024

Time: 16:30pm – 18:00pm

1. Welcome and Introductions - JD opened the meeting and welcomed everyone.

- a. Attendees: Jan (JD) Chair, Michael Lacken-Whelan (MLW) – Operations Manager, Val (VB) Secretary, Janice (JC), Julie (JB) and David (DM)
- b. Apologies: Kerry (KB), Carole (CR)
- c. It was noted that Bill was not in attendance and therefore MLW would contact him to enquire about his availability for future meetings.
- d. Unfortunately, due to staff holidays etc. there would not be a GP in attendance at today's meeting.

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

See below.

4. Update from Practice

- a. Issue 3 of the Newsletter has recently been distributed to patients and this contained information in respect of up-coming changes to the appointment booking system. The NHS are seeking to move to a patient triage system and the Newsletter covered this in detail. MLW ran through the major points and how it is hoped this system will benefit the Practice, both for patients and staff. The new system will go live from 1st October 2024 and will be monitored closely. As always, there could be teething problems, and it was agreed that not all patients have access to a computer and could



therefore struggle to complete an on-line appointment request. MLW confirmed that the telephone lines will still be available and anyone still using this method would be triaged/treated in the same way, on the grounds of clinical urgency/necessity. DM offered feedback from the recent East Staffs meeting, in that a local surgery had recently moved to this new system and received far less incoming telephone calls as a result.

- b. Following a recent retirement and some internal promotion, the Practice is now recruiting for receptionists. These will be mainly part-time, with a shorter shift pattern. It is hoped this will provide more cover for annual leave etc.
- c. The last Newsletter had covered changes to the appointment booking system only. The next Newsletter will revert back to the original format and cover all other news. Printed copies of the Newsletter are now available in the waiting room for patients to read or take away.

5. Updates from PPG members

- a. East staffs meeting is where PPG members from across different practices come together to discuss various issues and the wider NHS. As CR was on holiday, DM had attended the last meeting. DM felt the content of the meeting had been a little disappointing. Various attendees had used the platform to make complaints about their own personal experiences.
- b. JD wished to inform the group that it is possible to self-refer for a Physio appointment at the Hill Street clinic.
- c. JD and CR had represented the PPG in the waiting room on two occasions recently. The first session had proved fairly quiet. On the second session they had been more pro-active and approached patients to instigate conversation. This had been more successful and they had received some useful feedback. MLW circulated the feedback forms to all members. JD and VB will attend the next session on the 30th September. VB & JB will attend the session on 28th October.
- d. The biggest complaint still appears to be the lack of parking. Unfortunately, there is no answer to this. As the Practice has been able to provide more face-to-face appointments, obviously more



patients are driving to these appointments. MLW will include this topic in the next Newsletter and also remind patients that verbal abuse will not be tolerated by staff in respect of this.

- e. DM had recently had several admissions to both Burton and Derby hospital. DM wanted to share his experiences with the group in respect of the differences incurred in treatment and discharge from both hospitals. In particular, he felt that the discharge procedure and follow-up (GP) letters was far superior at the Derby hospital. At the time, he hadn't felt able to discuss or complain about this.
- f. MLW will progress recruitment for further members of the PPG. It is hoped that by making the group slightly larger, there will be more availability for meetings and the drop-in sessions in the waiting room.

6. A.O.B

- a. The Macmillan Coffee morning will be held on the 17th October. Staff will provide the refreshments and a raffle will also be held. DM and VB hope to attend for extra support.
- b. Ideas for a Christmas fund-raiser were discussed, including donations for the food bank or perhaps something similar to Derek's Tree, held in the town centre. If you have any other ideas please discuss with MLW.
- c. Blood tests are no longer undertaken at the Hill Street clinic. The surgery is currently looking at ways to introduce this availability at the surgery.

7. Date of the next meeting: - Thursday 12th December (16:30-18:00)