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| MEETING: | **PPG MEETING MINUTES** |
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| DATE TIME: | TUESDAY 30TH JANUARY 2024 |
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| VENUE: | VIRTUAL ONLINE TEAMS MEETING |
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| ATTENDEES: | Karen Hepworth, Allison Stevens, Maranda Kerr, Kevin Marvin, David Woods, Louise Manders, Joyce Lambert, Maureen Spalding, Bridget Reed, Christa Pauleit, Mischa Doran, Rachel Palmer, Jaynie Gentle, Jenny Howell & Roberta Yaffe |
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| WELCOME &  INTRODUCTIONS: | **Karen** introduced herself, welcomed everyone for joining and said how nice it was to have a few new faces at the meeting today.  Karen gave a quick update about what the PPG meetings are for, they are held quarterly, and they are not a complaints meeting they are for updating the group about any changes that are happening or have happened in the Surgery. Karen said that we have a Chairperson for the PPG and that was Maranda Kerr and asked Maranda to introduce herself to the group.  **Maranda** gave a quick talk about her past career and the Volunteer groups that she now helps with. She advised the group that they can contact her by email if they need to.  **Karen** thanked Maranda. |
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| STAFF UPDATES: | **Karen** advised the group that since our last meeting there have been some staff changes; Hazel our Prescription Clerk has now retired and left us in Nov 2023 although she has been back to help on Reception. Lisa took over the role for a while, but she has now also left us as she has started a new job. We do now have a new Prescription Clerk and her name is Silvi, she has done this role in her previous job so does have the experience but is getting used to the way we work here so be nice to her.  Karen advised that we had also lost our Nurse Mini in October last year and we do now have a replacement her name is Maria Kelly and she works Tuesday and Wednesday mornings. We have a new HCA and her name is Tracey and she works on a Monday and Thursday, she is very good and has done extra training so that she can take on extra duties. And we of course still have Nurse Shahin with us, and she works every day.  **Karen** asked the group if they had any questions.  **Maureen Spalding** asked if the new Nurses were going to be permanent and full time or just part time and would this change in the future?  **Karen** replied saying that these are the day’s they are working for now, she advised that there are also Nurses appointments that can be booked through the PCN.  **Maureen S** said that when she called to book a Nurse appointment earlier today, she was advised by the receptionist that the next available appointment with the nurse was on the 19th Feb and she felt this was a long time to wait?  **Karen** had a look through the appointments and said she could see appointments for the Nurse on the 3rd Feb, Karen apologised that reception hadn’t given the correct information about when our next nurse appointment was, of course it may have depended on what the appointment was for but that wasn’t something to be discussed, **Maureen** said that was the date she was told. Karen said she would investigate this and apologised again. Maureen said there is some miss-communication with the reception staff and had concerns about the triaging at reception.  **Karen** advised the group that there will be further training for the staff on Reception.  **Christa Pauleit** was wondering if we don’t haveenough appointments for the number of patients that we have registered?  **Karen** said that this is an ongoing problem that all Surgeries have and is aware that some patients are not happy with the triaging but there are some appointments that are not necessary for same day and therefor that is why the triaging is necessary, staff have been trained but she does realise that further training for this needs to take place and this will be happening. Karen said that some of the points mentioned are valid and the GP’s are starting to carry out more sessions along with the Allied Professionals appointments so there should be the option to be able to book with both. If there are no appointments then patients should not be told to call back, they should be advised to put a request through PATCHS on the Surgery website and these requests will be assessed by the Duty Doctor and advise what needs to be done. So, if you can’t get an appointment then PATCHS should be used.  **Mischa Doran** said she wanted to mention that she has a medical issue and she felt that it was unsafe not having appointments with the same Doctor each time and said she was not happy with the last Doctor she saw and not being able to have the continuity with the same Doctor.  **Karen** said that she understood this and that there is nothing to stop her seeing the same GP but it might mean that you would have to wait a little longer to see the same GP, Karen advised Mischa that she could email her if she had any problems.  **Mischa D** said this doesn’t happen and can reception be advised that patients should be able to see the same Doctor.  It was also mentioned that there are concerns that the Doctors are not looking at the patient records before they call the patient in which means they don’t know any history of the patient, and this is the problem with not having the continuity of seeing the same Doctor at each visit. It was also mentioned that now that Covid is not like it was that maybe we should be going back to pre-covid and be offering more face-to-face appointments rather than the telephone appointments.  **Karen** explained that a lot of our Partners do actually prefer to see face to face rather than the telephone appointments, but there is the choice of either, please let reception know when booking your appointment if you wish to have a F2F, we do offer both.  It was mentioned that the waiting room is always empty!  **Karen** advised that she can assure everyone that this is not the case and we are seeing patients in the surgery and the waiting room is busy.  **Karen** asked if anyone else had questions?  **Christa P** Said that she felt staff needed to be educated regarding the offering of F2F or Telephone appointments as this was not happening you can’t get past the receptionist and if there are no appointments then nothing else is offered.  **Karen** said she quite understands all the comments that have been made and agreed that it is not acceptable and again informed everyone that further training will be taking place and the Partners are also aware of the issues and these points made will be taken onboard.  **Joyce Lambert** Wanted to say that there is no list of the Doctors that we have working here up in the waiting room/reception like we used to have.  **Karen** advised that this was something that we can sort out.  **Roberta Yaffe** Asked would it not be best rather than blocking up the phonelines with calls for Test Results, can these not be seen online for patients to check themselves?  **Karen** said that this service was available and others agreed, you can go onto the NHS App or SystmOne Online and check for the test results, if your not registered for either of these then that can be organised. |
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| NEW TELEPHONE SYSTEM | **Karen** updated everyone that the new phones that had been mentioned at a previous meeting was now starting to happen, with a site visit this week from the Company and that we will soon be given a date for when the changeover will take place, and this must be installed by the end of March as per the NHS guidelines. Karen said please bear with us whilst this happens and hopefully the group will be able to give some feedback for the next PPG meeting. |
| CHAIRPERSON | **Karen** asked Maranda if she had anything that she wanted to talk about, **Maranda** said that Karen had covered most things and did not have anything else to add. |
|  | **Karen** thanked everyone for sharing their concerns but also wanted to say if you have anything good to say about the Surgery can you please add this to the reviews on the NHS Choices website  [https://www.nhs.uk/services/gp-surgery/west-road-surgery/F81164/ratings-and-reviews](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nhs.uk%2Fservices%2Fgp-surgery%2Fwest-road-surgery%2FF81164%2Fratings-and-reviews&data=05%7C02%7Callison.stevens1%40nhs.net%7Cb4383114e5b341f3d00a08dc21b440ab%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638422305256026068%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=zgOTOOgcUdZeWwOJ9K2fW3OcBoMIM5tncS%2BcR3es2DQ%3D&reserved=0) This would be very helpful to the Surgery. |
| ANY OTHER BUSINESS | **Karen** asked if there was anything else anyone wanted to discuss?  Online Appointments was mentioned.  **Karen** advised that we do have online bookings available but it is getting the ratio right for the online appointments, so patients don’t have to phone in. We have same day morning and afternoon appointments.  **Roberta Y** said she wanted to say something Positive, she recently had Diabetic review and wanted to thank the Surgery for arranging this for her.  Someone mentioned that do we not have a Diabetic Nurse here at the Surgery?  **Karen** said that we have a nurse that is part of the PCN and if a Diabetic Nurse appointment is needed this can be booked with the Diabetic Nurse at the PCN.  **Kevin Marvin** wished everyone a good afternoon and mentioned that he had been invited to speak with the CQC for the inspection that took place towards the end of last year and mentioned that the report for the Surgery inspection was on the Surgery website and that there was an overall good response but wanted to add that he had noticed that only two members of the PPG took their time to give their feedback and didn’t think this was good.  **Karen** agreed this was disappointing that there was not the feedback from the PPG and thought the group would have helped in supporting the Surgery and said again that feedback can be left on the reviews page of the NHS Choices website and not on Google or other websites.  There was a discussion amongst some of the group about a high percentage of patients feeling that they don’t get a good service from the Surgery.  **Kevin M** said he did not agree with this and suggested maybe that a couple of members of the PPG (he volunteered himself and Maranda as she is the Chairperson of the group) could help the surgery by meeting up and sitting in the waiting room at a desk possibly so patients can pass on suggestions for improvement that could be passed onto Karen.  **Karen** agreed this was a good idea as we do like to hear both the negatives as well as the positives.  Someone asked about privacy as some patients may not wish to be heard by the waiting room etc.  **Kevin M** said possibly they may be allowed to sit in a vacant room if one was available?  A suggestions box was mentioned.  **Karen** said that we do have a box in the waiting area.  **Christa** asked if we could have a notice up about the procedure for making appointments both on the phone and online?  Karen agreed we can put this in place. |
|  | **Karen** said that we do now need to bring the meeting to a close and thanked everyone for their time this afternoon and we will meet again in 3 month’s time. Karen said if Kevin and Maranda wish to contact her about the desk idea please do so.  Karen thanked everyone again for attending the meeting today. |
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