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| **PPG Meeting****12.08.21** |
| Attendees |
| Patients (P): LP, DC, GR, PH, SY, LB, LG, JT, GR, LR. St Werburgh Staff: Dr V Uppal, Dr V Uppal, Dr S Mukherjee, ML (Practice Manager), JC (Reception Lead), CH (Patient Care Navigator), JF (Patient Care Navigator). |
| Apologies/Non-Attendees |
| Patients (P): JM, LB. |
| **Agenda Item** | **Discussion** | **Action/Decision/Proposal** |
| Welcome and Introduction | Dr Uppal welcomed everyone and introduced the staff present and explained that he would be Chair for this meeting.  |  |
| What do we want from this meeting? | (P) would like it to be a platform to make the practice aware of problems patients raise and to help address them.(P) to have good communication between patients and practice. |  |
| What do we want from the PPG? | (P) want the Practice and Patients to work together to create a better service for the community.(P) want to create better relations between Patients and the Practice.Dr Uppal said there will be 4 Meetings held a year.Dr Uppal explained that the PPG was to give the practice a sense of direction and to work closely with the Patients to improve the Practice. It is a route for Patients to advise and come up with solutions to help the Practice develop a clear goal. | (P) to create a newsletter for Patients, informing of any changes/information. |
| Update on Staff and Regular Clinicians | The Practice Manager explained that we have a good mix of Clinician’s now working at the Practice. 2 Dr’s every day, 2 Physician Associates, 1 ANP, 2 Social Prescribers, 1 Chronic Illness Specialist, 1 Muscular Skeletal Specialist, a Practice Nurse, 2 Health Care Assistants, 1 Mental Health Specialist and 2 Clinical Pharmacists. |  |
| Improvements to Telephone System | The Practice Manager explained that the telephone system gave priority to patient between 8 – 10 for booking appointments, any other number pressed would be sent to the back of the que between these times. We have 5 – 6 Patient Care Navigators answering the phones at this time to cut down on call waiting. Data shows that call waiting has been reduced since last year.(P) informed that some patients were being cut off when waiting in the que. | JC has spoken to the telephone team and there was an issue with one number being timed out too early this has now been resolved. |
| Patient Satisfaction Survey | Wasn’t enough time to discuss at this PPG. | To be discussed at next PPG meeting. |
| Update on Surgery Appointments | Dr Uppal explained that the system will be changing over to eConsult. (P) were worried that this would leave the elderly unable to make appointments. Dr Uppal explained that this would not be the case and the elderly would be helped with making an eConsult appointment. (P) asked if some on the day appointments could be available for the elderly, Dr Uppal explained that you cannot have 2 systems running, as this is where confusion occurs.(P) were concerned regarding amount of appointments available and the Practice Manager explained that we have to provide 74 appointments per 1000 patients across the clinical system, which is being provided.(P) Suggested that when appointments have been taken in the morning, to put an announcement on the phone system. The Reception Lead explained that this was not possible as it is easy to forget to remove the message and that we will use Facebook to inform Patients that appointments have gone for the day.Dr Uppal advised that there is a Well Women Health Clinic being arranged, but currently CQC hasn’t released the registration as yet, this can take up to 4 months.(P) Were unaware that there were early clinics running on a Tuesday, Wednesday and Friday.(P) Expressed frustration regarding being unable to book a follow up appointment. The Practice Manager advised that anything urgent can be sent as a task to the Dr for advice. Dr Uppal explained that he is aware of the need for more appointments and that we require more clinicians and is currently advertising positions. Unfortunately, it is a nation wide problem and until we recruit more, appointments will be as is. | (P) and Surgery to promote eConsult to patients.TBASurgery to update patients of this information. |
| Social Media | The Practice Manager advised that Facebook would be utilised more to inform patient of current changes to the surgery.Website should be updated more as current information is dated. More information is also needed on the website.The Practice Manager explained that Patient Access can now only be used for ordering prescriptions; it no longer has the facility to book appointments.(P) Suggested to contact Village Voices to advertise the next PPG. | OngoingUpdate has been started however this will be ongoingTBA |
| Aspire Vision for St Werburgh | Not discussed | To be discussed at the next PPG meeting. |
| Any Other Business | (P) Asked regarding Stoke Surgery and whether it would be opening again. Dr Uppal explained that it was down to recruitment of Dr’s and as previously stated, is currently trying to recruit. Until then Stoke Surgery will be unable to be used.(P) were concerned that Patient who had hub appointments were unable to collect their prescriptions. The Practice Manager explained that Hub Dr’s are unable to send prescriptions electronically due to not being linked to the electronic system, however they should be sending an email to inform us that the patient cannot collect and our Dr to send the prescription electronically.Dr Uppal explained that the PPG needed a Chair and the Chair position was appointed.It was explained that Aspire has the permanent contract for St Werburgh Medical Practice.The Practice Manager explained that the Reception desk will be lowered for easier access for disabled patients and a screen will be erected, Aspire are just waiting for funding from the CCG.(P) Were keen to be aware of Aspire’s finances and resources to be able to understand more of the position we are in and to help explain situations.(P) Were keen for Kelly Tolhurst to be present at the PPG. The Practice Manager explained that a private meeting is being set up with Kelly Tolhurst with the partners. | Hub to be contacted.Chair to do agenda for the next meeting.TBATBA |