

Patient Participation Group (PPG)



Minutes of Meeting – 4th August 2023

ATTENDEES:

Spencer Oates – Practice Manager (SLO)
Dr M. Arshad (MA) – GPST3
David Vickers (DV) - Minutes
Christine Lewis (CL)
Anthony Hannan (AH)
Carol Caudwell (CC)
Yvonne Bottom (YB)

APOLOGIES:

Christopher Fowler (CF)

AGENDA ITEMS:

Welcome

Members of the group were welcomed. There was one new member, AH, who introduced himself as a local Councillor. All those present briefly introduced themselves.

Minutes of the last meeting

These were not available at the time of the meeting. DV agreed to take minutes of this meeting and moving forward.

Phone System

There was positive feedback from the group about the previous changes made to the phone system, especially the function to press 1 and be called back whilst keeping place in the queue rather than hanging on for some time.

“Did not Attend” (DNAs)

This is a national problems costing £millions to the NHS. SLO advised that there were 256 DNAs in our surgeries in June 2023. Broken down as follows:

June 2023 DNA – Total 256		
Type	Number	Time wasted
Blood tests	39	6.5 hours
GP Appointments	56	9.5 hours
Nurse	83	28 hours

July 2023 DNA – Total 276		
Type	Number	Time wasted
Blood tests	57	9.5 hours
GP Appointments	72	15 hours
Nurse	83	28 hours

The group agreed it would be a good idea to publish this data each month in surgery waiting rooms and on the website.

If a patient fails to attend for three appointments, they are sent a letter.

All those making appointments are immediately sent a text message as a booking confirmation, for all those with mobile numbers. This is followed up a couple of days before the appointment with a reminder SMS. In addition to being seen at the practice patients can also be seen at home (if housebound) or at one of the hub sites.

Staffing News

- Jackie (Admin) has now retired.
- Karen is to fill the Admin Position.
- 2 Receptionists, Darren and Julie, will start with the practice later in August.
- The practice is advertising for a reception/admin Apprentice.
- A new phlebotomist (Caroline) has started.
- A new nurse (Jodie) will begin later in August.
- Tammy (Nurse Associate) will now become Practice Nurse after passing her top up degree.
- GPs Dr Wheelband and Dr Akhtar have now left the Practice.
- 4 new GP Registrars have joined the practice during August..
- A further GP Registrar will join us in November.

Women's Health

A member of the PPG asked whether the practice offered services for pregnant women. Spencer advised that midwives attend the practice for regular sessions.

Whiston Premises

There is no further update regarding the Whiston extension.

Website

PPG members were invited to provide Spencer with a simple photograph which will be published on the website. Other PPG information will also appear on the website.

Information Flyer

A flyer has been put in the waiting rooms to explain that, sometimes patients would be offered appointments at one of the local hub sites. These appointments could be available in the evening or at the weekend.

Lift at Brinsworth

This is an on-going problem which will need significant resources to resolve.

Suggestion Boxes

These were not being used and both are currently empty. Spencer is being approached with issues and sorts them out as they occur, or brings them to the next PPG meeting if the issue can wait.

Satisfaction Survey

96% of those who responded to the survey are satisfied with our surgery (would recommend to family or friend).

Next Meeting

The next meeting will be at the beginning of October – date and time to be arranged.

Date of Next PPG meeting: Next meeting scheduled as follows:

**Whiston Medical Centre
Tuesday 3rd October 2023 at 16:00**