

# Patient Participation Group (PPG)



## Minutes of Meeting – 3<sup>rd</sup> October 2023

### ATTENDEES:

Spencer Oates – Practice Manager (SLO)  
Jan Venkatraman – Managing Partner (JV)  
Anthony Hannan (AH)  
Carol Caudwell (CC)  
Yvonne Bottom (YB)  
Peter Holmes (PH)

### APOLOGIES:

Christopher Fowler (CF)  
David Vickers (DV) - Minutes  
Christine Lewis (CL)

### AGENDA ITEMS:

#### Welcome

Members of the group were welcomed. JV introduced herself as the Practice's Managing Partner. She used to attend every PPG meeting up until 2018 when SLO attended instead. PPG members asked if JV was related to Dr Venkatraman who used to work at the Practice, and they were informed that JV was his wife. Fond memories of Dr Venkatraman were shared by the group.

#### Minutes of the last meeting

These were handed out at the meeting and discussed. PH pointed out that his 'apologies' had not been included in the minutes from 4<sup>th</sup> August 2023. SLO advised that he would update this. The minutes were agreed to be a true reflection of the meeting.

#### "Did not Attend" (DNAs)

Further to the information shared at the last PPG meeting regarding the number of DNAs the practice had experienced, it was decided that this information should be published on the Practice website, Facebook page, our patient display screen, and posters in the waiting areas.

September 2023 DNA – Total 236		
Type	Number	Time wasted
Blood tests	30	6 hours
GP Appointments	47	7.8 hours
Nurse	78	28.75 hours
Flu Clinic (Adult/Child)	34	3 hours

Missed appointments are one of the key factors which contribute to the strain on time and resources within Primary Care, and lead to longer waiting times. It is known that a large amount of the patients who DNA their appointments will later book again for the same reason. Therefore, using double the appointment time for a single issue. Without DNAs patient would be able to be seen sooner. This is very evident with our nursing appointments. During September a huge 28.75 hours of wasted appointments were noted in the nursing team. This is the equivalent of a full week's worth of appointments for some members of the nursing team, meaning patients could have been seen a week earlier.

### **Newsletter**

The practice advised that is still had not heard from Brinsworth Parish Council regarding the date of publishing for the next newsletter. The Practice had been chasing this with the Council for a number of weeks and had yet to be informed of a release date. The Practice had sent an article to Brinsworth Parish Council regarding the current flu/covid season, to try and encourage patients to attend for their vaccines. AH advised that he believed the newsletter had already been published recently and advised SLO/JV to contact Cheryl Jones (Councilor) at BPC.

### **Staffing News**

- Emma (Nurse Prescriber) has left – she will be missed and we wish her all the best in the future.
- Amy has been employed as our new Apprentice Receptionist.
- Dr Khan and Dr Dawood are currently working with the practice as Locum GPs.

PH commented that he would like to let the Practice know that Dr Khan was very nice.

Praise was given to the Practice by several members of the PPG for the way it handles chronic disease management and blood tests required. Members advised that they had very positive experiences with these. This also extended to the Flu/COVID clinics too, which were felt to run smoothly by those patients attending. "Thank you for your good service" stated PH.

AH offered praise to the reception team at the Practice, stating that 'they have been great and very pleasant'.

### **Whiston Premises**

JV advised that the practice was awaiting a funding decision regarding this and hopefully this would become a reality in 2024/25.

### **Lift at Brinsworth**

JV advised that the practice was awaiting information regarding an installation date for the new lift. Hopefully this should be shortly.

### **Website**

SLO advised that the Practice website was undergoing a revamp to ensure it was dully accessible to all, and that thorough relevant information could be found quickly. SLO advised that it was suggested at the last meeting that photos of the PPG members would be updated on

the website. Photos were taken after the meeting, and these would be uploaded onto the website when the new site goes live.

### **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. It was requested by PH that a log of the issued be kept for discussion at each PPG meeting. SLO advised that this would be done.

### **Prescriptions**

Several issues were raised by the PPG by way of prescriptions:

1. Patients have reported to AH that the practice has issued medications to Weldrick's Pharmacy but these had not been given at the time of collecting their medications. This then appeared that the practice had not issued the medications.
2. PH advised that it had been taking longer than 48 hours for prescriptions to reach the pharmacies after requesting their medications. SLO advised he would look into this and see if this was an issue, or whether it was a individual case. Discussed with PH in greater depth and it was identified that we had sent it to the pharmacy within 48 hours.
3. PH informed the group that there had been reported issues when requesting medication via online services. He explained that some patients were not able to see their medications online when trying to order. SLO advised that the main reasons that repeat medications did not show on online service were.
  - a. A medication review was due.
  - b. The medications were not on the record as a repeat item.
  - c. The number of available issues had been reached so the items needed authorising.

It was commented SLO and JV that if a medication review had been undertaken and the recall moved on by 12 months, but the number of authorised issues had not been set to 12 at that point then once the issue number was reached the items would not show on the patient's online services.

4. The review date of the individual medication had been reached. Again, this should be set to coincide with the medication review date.

After the meeting JV discussed this issue with the Practice Pharmacist who agreed to look at bringing the number of issues/review dates in line with the medication review dates as these were completed.

### **Waiting Room**

PH advised that the waiting rooms could become quite stuffy when they were full, and asked if the windows could be opened. SLO advised that if anyone felt that the waiting rooms were on the warm-side they could always ask the front desks to open the windows.

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

**Brinsworth Medical Centre  
Tuesday 5<sup>th</sup> December 2023 at 16:00**