

# Patient Participation Group (PPG)



Minutes of Meeting – 18<sup>th</sup> October 2022

## **ATTENDEES:**

Spencer Oates – Practice Manager (SLO)  
Dr Sushama Chintala – GP Partner (SC)  
Chris Fowler – Chair (CF)  
Peter Holmes (PH)  
Christine Lewis (CL)  
Yvonne Bottom (YB)

## **APOLOGIES:**

## **AGENDA ITEMS:**

### **1. Welcome and introduction**

All members present were welcomed and thanked for their attendance. New members were introduced to the purpose of the PPG and invited to share their thoughts on any issues raised at the meeting.

### **2. Agenda Items**

#### **New Staff**

SLO informed the group that since the last meeting, which was held pre-COVID the practice had employed several new members of staff, including new Medical Receptionists (Eleanor, Alicia & Megan). SLO advised that Dr Papageorgiou who worked at the surgery for 12 months during her GP training, had qualified as a GP and had taken up the position of Salaried GP at the surgery. It was advised that Dr Akhtar had taken up the position of GP Partner at the surgery. Praise was received from members of the PPG who had experiences with both of these GPs. This was received positively by the practice and the PPG members were thanked for their comments. The PPG asked whether it could be feasible to introduce a photo board in the waiting room of who's who from the various teams. SLO said he would look into this.

#### **Veterans**

SLO advised that the Practice had recently become accredited as a Veteran Friendly practice, for the work undertaken to support veterans at practice level. Several services are available to the veterans who are registered with the practice to support their particular needs as ex-service members of the community. Brinsworth and Whiston Medical Centre was extremely proud of this achievement and the difference it could make to the lives of its registered veterans.

### **Extended Access Hubs**

SLO and SC advised the PPG that by working as part of Raven PCN the practice had access to several types of additional clinicians both inside and outside of standard working hours. Appointments were available for patients to be seen directly by physiotherapists, mental health workers, dietitians (including specialist diabetes dietitians), dementia nurses, eye services as well as others. GP, Nurse, and HCA appointments were available to book by the receptionists for various locations around Rotherham, both inside and outside of working hours, including weekends. This means that patients who may normally struggle to attend practice during working hours could be seen at an alternative surgery up to 8pm at night and during weekends.

The availability and variety of extended access and PCN staff was always changing as new members of the team were introduced.

The PPG advised that patients may not be aware of the services available to book via extended access, and they thought it may be a good idea to advertise these services wherever possible. The practice advertises these services on its website under the Care Navigation section, and receptionists are trained to offer care navigation when patients call up.

### **GP Survey**

SLO advised that the recent National GP Survey results had been released and whilst some of these did not show positively the Practice had introduced different innovations and ways of working to try and improve these values. 27% of patients said they found it easy to get through on the telephone. The practice had introduced a new voice over IP telephone system which reduced the potential of patients getting an engaged tone when ringing the practice. The practice now provided a call queuing system that monitors and advises patients of their position in the queue. The service also asks whether patients want to press a button to save their place in the queue. The system will then call the patient back when they reach the front of the queue, reducing the length of time patients have to wait in the queueing system.

60% of those surveyed said that they found the receptionists to be helpful. This is something that the practice is currently working on as part of its ongoing training and development and is confident that this percentage will increase by the next survey.

29% of patients identified that they were satisfied with the appointment times available to them. Extended access appointments allow for patients to be seen outside of working hours and during the weekends, wherever available. The practice was also open itself between 7.30am and 6pm to provide access to patients who would otherwise struggle to attend during working hours. Without further investigation of those patients who answered this particular question on the survey it would be difficult to identify exactly where the issue with this was, however, the practice would use the information from the survey when creating its own survey in 2023.

### Comments and Suggestions

SLO read the comments and suggestions from the box in reception. These were as follows:

<b>Comment/Suggestion</b>	<b>Outcome</b>
Stop cars from blocking the footpath at the back.	This is presumed to be at Whiston Medical Centre and potentially by a patient who is not familiar with the layout of the car park. The back path is not for patient access. The car park does extend up to this path however it cannot be blocked from patient access.
Remove the tree stump from the chippings	This tree stump is in the middle of the garden at the side of the surgery and it not within regular patient access. It would only be a trip hazard for any patient who decides to wander round the back of the surgery.
Please have an entrance signage display around car park.	As discussed with the PPG there is sufficient signage to identify where the reception entrance is.
Extend the place, more doctors, more rooms.	A first floor extension to Whiston Medical Centre is currently being discussed and planning permission has been raised with Rotherham Council.

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

**Brinsworth Medical Centre**  
**Friday 2<sup>nd</sup> December 2022 at 13:00**