

Patient Participation Group (PPG)



Minutes of Meeting – 5th December 2023

ATTENDEES:

Spencer Oates – Practice Manager (SLO)
David Vicker – PPG Member (DV)
Peter Holmes – PPG Member (PH)
Yvonne Bottom – PPG Member (YB)
Christine Lewis – PPG Member (CL)

1. Apologies

Received from Christopher Fowler, Anthony Hannan and Carol Caudwell.

A letter has been received from Christopher regarding his continuing ability to serve as chair of the group. This was discussed with offers to take the chair. This will be confirmed at the next meeting.

2. Minutes of the October meeting were agreed as a correct record

3 Matters Arising/Action Points (are covered by the agenda)

4 Did Not Attend (DNA) Data

During October 2023 the following amounts of time were wasted due to patients not attending their booked appointments.

	Number of DNAs	Time wasted
Bloods	35	7.5 hours
GP	95	23.5 hours
Nurse	82	27 hours

After 3 DNAs, patients are sent a warning letter. After three warnings, they are removed from the practice's register. The practice shares this information on its website, Facebook and waiting room information screen.

5. Newsletter

The Brinsworth newsletter has not yet been published. Items submitted by the Practice had not appeared in recent editions.

6. Website

Glitches have been sorted out and content updated. PPG members were reminded that their photographs were needed for the site. The site conforms to NHS England format. Content relating to PPG can be navigated via the Patient Information section. Members

asked if the PPG section could be more easily accessed on the website. SLO advised that this would be looked into. Since the meeting SLO can confirm that the PPG section is now accessible from the home page via the pink PPG box.

7. Suggestion Box

Suggestion Boxes at both sites were empty. Patients are choosing to inform receptionists of any issues.

8. Elevator at Brinsworth

Work on the elevator is still out to tender. Extensive work is necessary on both the shaft and the cabin. Work is expected to commence in the next two months. Update since the meeting: Work has now started on the lift and is expected to be completed over the next few months.

9. Downstairs TV Screen at Brinsworth

The screen is not working. This means an absence of health promotion videos and other content. Patients are called into rooms by health practitioners directly. Work for a replacement will cost around £1,400. It is hoped to have more local information screened in the future. Update since meeting: this has now been replaced.

10 AccuRx

Patients can now contact the surgery via the 'Patient Requests' section of the practice website. This can be for both clinical and admin requests, including sick notes. This new system will allow patients to contact the practice via the website from 0700 to 1600, and all requests will be actioned appropriately by our admin team, on a daily basis. The Practice is slowly informing all patients of this procedure via SMS message and when they call into the practice.

11. Staffing

The practice are currently recruiting a salaried GP to hopefully commence work as soon as possible.

Dr Papageorgiou would be going on maternity leave from the start of February 2024, and Dr Palmer would be joining us as a locum GP, whilst recruitment takes place.

12. Waiting times for Appointments

20 appointments are reserved each morning and afternoon for urgent appointments, Tuesday to Friday. With 30 being available AM and PM on Monday. Non-urgent appointments may face some delay but will be made as soon as possible. The national standard is to ensure that routine appointments are made within 2 weeks, which the practice is working towards.

13 Medication Reviews

These are done via telephone wherever possible. When reviews become overdue, patients may not be able to re-order repeat prescriptions via the NHS app. In this case patients

would need to book a medication review and the practice can then make sure the patient has enough medication to last until this review. Work is underway to ensure that medication review date and individual drug authorisation dates are synchronised.

14. ARI Clinics

Much like last year, Acute Respiratory Illness clinics are being made available to book most days at a local hub. These are special clinics manned with ANPs and GPs to help with the pressures of increasing respiratory illness during the winter months. These can be booked via the practice reception team, who care navigate patients to ensure they are seen by the right clinicians at the right time.

15. Any Other Business

DV drew attention to a research paper published in a recent issue of British Medical Journal. It looks into some of the issues surrounding telephone and on-line appointments. It can be accessed at:

<https://qualitysafety.bmj.com/content/early/2023/11/26/bmjqs-2023-016674>

16. Date, Time and Venue of Next Meeting

This will be 16:00 on 6th February 2024 at the Whiston Medical Centre