

Stanley Medical Group

Minutes of Meeting: Patient Reference Group Meeting

8th February 2024

In attendance: Jane Cain, Jean Carter, Brian Bartle, Mark Eltringham, Dr Chris Woolley, Kath Storey, Sue Little (chair)

Apologies: Harry Rutherford, Yvonne Hilland, Rose Bainbridge, Anne Taylor, Lorraine Caulfield, Kelly Eglon

1. Minutes from last meeting agreed. Matters arising:

Car Park – NHS Property Services are reviewing the whole system to include the following point:

- Traffic light system is not working to make people aware if there are spaces or not
- Signage is out of date
- Ticket machine is no longer operating
- No permit management in place
- No time limit on the car park or parking eye

Awaiting next steps

2. National Patient Survey - Overall 82% satisfaction which is 11% over National average, and 6% over ICB average. The areas of most concern, telephone access and overall satisfaction with appointment offered, had already been highlighted at our last PRG meeting and the practice as put steps in place to address them. See Agenda item 3 Those present reported a marked improvement in our telephone access and also remarked that the turnaround from requesting the appointment and subsequently seeing the clinician was great.

3. Modern General Practice Access Model

- Triage / online consultation – a full review of the new system, including usage and patient feedback data, was discussed. Positive experiences were shared from those in attendance. Ease of appointment booking and the general satisfaction with the appointment time was noted. Vast improvement for staff and patients.
- Phone System - Data was shown for Oct – Jan (inclusive) showing volumes of calls month on month. We compared 2022 with 2023. There were 9000 less calls compared to the same time last year. We feel this is largely down to the new online consultation service, as the contact data showed 16,000 contacts during the same 4 months. Full Data available.
The practice is having a new Cloud Based phone system installed within the next few weeks. We have asked the group for comments or ideas for any set up / call diverting options they may find useful, noting that prescription request cannot be one of them.
- Online Booking of Appointments - As well as the online booking for the new triage / online consultation model, we are rolling out other online booking options. We have had

success with targeted clinics i.e. Flu, pneumonia however we are now offering online booking for some types of Nurse appointments i.e.. Blood test, annual long term condition reviews.

- NHS APP – we are promoting the use of the NHS APP to our patient population. We have had staff from our NHS Digital team in the waiting room today to assist patients with this. We demonstrated how to order repeat prescriptions via the APP.
 - Website – We are changing the host for our GP Website, and we would welcome any ideas from the group as to any additional information they would like to see on it.
4. New Staff – Dr Ellie Metcalfe joined us in September. Claire Kingshott – Practice Nurse joined us in May and Alison Oliver joined the team as a diabetes specialist nurse / practice nurse.
 5. New Roles – We explained the new roles that were new to general practice and how they were going to help the patient journey and / or help with staff retention and training. The GP assistant was to take pressure from the clinician by helping with admin work attached to the patient consultation i.e.. Liaising with hospital colleagues to obtain information needed to assist with the GP consultation. It is also hoped that she may do 'on the day' tests should they be urgent. The trainee nursing associate is an apprentice type role to train to be a practice nurse. We have recruited from without our team, and we have filled those roles with additional staff.
 6. Deferred
 7. Annfield Plain - funding has been received to update the clinical rooms. This is welcomed as we are noticeably short of room space at Stanley therefore. We hope to complete this work within 3 to 4 months
 8. AOB – As it's been 8 years since our last CQC visit, we are expecting to receive notification of a visit soon, and asked the group if they would be willing to participate in the inspection, if required.

Date & Time of Next Meeting- TBC