

THE JUNCTION SURGERY ACTIVE PATIENT GROUP MEETING

DATE: 17th May 2022

TIME: 4.30PM – 5.30PM

ATTENDEES:

Dr R Ali
Julie Sunderland (Practice Manager)
Dr F Mariam
Mrs Pamela Briggs & Mr Robert Briggs (Patients)
Mrs Shameem Iqbal (Patient)
Miss Nasra Hussain (Patient)
Mrs & Mrs Coverley (Patients)
Mr Trevor Wimpenny (Patient)

Notes: Maysen Welford (Admin)

Apologies: Ms Sally Oldbury
Mr Zafar Iqbal

Tabled:
G P Survey results for 2021

1. Apologies and Introductions

Julie thanked attendees for coming.

Aims and objectives

The role of the Group is to work closely with the practice to discuss services being delivered, the patient experience and to consider improvements that could reasonably be made and to act as a 'critical friend'. No personal grievances or medical issues are to be discussed at any time.

2. Matters arising from the last meeting – “You Said – We did”

Re-introduction of bereavement cards – Julie advised following the agreement at the last meeting the surgery had reintroduced the sending of bereavement cards to patient's families.

Carers Champion – Julie advised they had found a replacement Carers Champion who would ensure our registers were maintained and appropriate information would be sent to newly registered carers.

3. Appointment provision

Dr Ali advised that following the covid pandemic, the provision of appointments via online, telephone and face to face had increased significantly by around 20%. Julie tabled the latest NHSE primary care dashboard figures confirming this achievement. All attendees agreed they had not had any issues getting appointments when they needed them. They also stated that they like knowing what number they are in the call queue.

4. DNA rate

Dr Ali and Julie discussed that within the last year 1,060 patients did not attend their appointment at the surgery. All attendees agreed that this was unacceptable.

5. Friends & Family Test Feedback

Julie explained to the attendees what the Friends & Family Feedback Service is. She reported that out of 1,845 patient responses 90% of these patients would recommend the practice, 4% did not know and 6% would not recommend. Attendees agreed that this was an excellent score.

6. Local Initiatives (PCN DES)

Dr Ali and Julie discussed the services that are available. Dr Ali encouraged the attendees to work with our social prescribing link worker to help promote the service.

7. PCN Social Media Website / Twitter)

Julie discussed that a colleague from the Rose Surgery has created a new social media website and twitter account for the surgery.

8. Healthwatch

Julie explained that the local health watch would be attending the surgery on Thursday 19th May, which will enable patients to voice their opinion about the surgery, its services and staff, Julie encouraged attendees to participate.

9. Patient's suggestions

An attendee stated that they would like more information on health conditions in the form of leaflets and posters as well as information that they can access on the Junction Surgery website.

Another attendee suggested a set of instructions to help people that struggle with using the internet to access the patient online service and the Junction Surgery website so they can arrange their own appointments.

Actions: To promote the Junction Surgery website and update.

To create an instruction booklet on how to access the website and arrange an online appointment.

To look into sourcing some posters and leaflets on health conditions and adding this to the Junction Surgery website.

The meeting was drawn to a close at 5.30pm. members were thanked for their contribution and were advised the minutes would be sent in due course. Dr Ali suggested the next meeting be in 6 months' time.