

## **Minutes of the Patient Participation Group Meeting held on**

**Wednesday 9<sup>th</sup> February 2022 at 1.00 pm**

Informal Meeting via Microsoft Teams – virtually

In attendance – RT – Practice Manager, Mike, Philip, Susan, Dr Freeman

Apologies – Laurence, Adele

Rebecca welcomed and thanked those who could make the virtual meeting.

On a welfare scale everyone reported they were fine.

### **Appointments & telephone system**

We discussed if anyone had any issues with appointments, telephone system or anything in general – there had been a couple of recent Google reviews which weren't as positive with regard to getting through to the practice but this hadn't been the case with those present, in fact quite the opposite in that although they had been held in the queue because of the numerous receptionists we had on the calls the call queue had gone down extremely fast. The messaging system on the website site also was continuing to be successful from a patient and practice point of view as quite a few queries could be dealt with by a non-clinical team member, such as avoiding waiting in a telephone queue for a fit to work note (sick note) this could be put directly on a GP's screen, prescription queries – these could be dealt with by one of our in-house pharmacists or prescription clerks and a lot of orthopaedics queries – could be put straight in with our first contact physio. This messaging service which has been available since Covid and been running since October 2020 has proven an efficient way to received calls/deal with problems.

With regard to keeping patients safe in practice still, we are continuing to encourage patients to wear face coverings when entering the practice, asking if patients has any symptoms before seeing the clinician, asking patients to sanitise their hands as well as not come early for their appointments and minimise who accompanies patients to their appointments.

### **Partners Retiring**

Rebecca reported we have two Partners retiring from their Partnership positions at the end of March 2022, Dr Dean Temple, our Senior Partner and Dr Christopher Macgregor, Partner but we are delighted they are going to continue from April 2022 to work one day a week each as Associate Partners. We currently have a vacancy for a salaried GP to fill the gap in sessions, some interest has been shown.

### **Winter Pressures extra help**

Since January 2022 we have had a GP Locum, Dr Ravi Patni provided to us with the help of winter pressures and to give us extra capacity with appointments. This has provided an extra 23 appointments per day, 4 times a week which has really helped. Dr Patni will continue working 4 days per week until 31<sup>st</sup> March 2022.

### **Future PPG Meetings**

We discussed whether our meetings should go to bi-monthly from April, group members were happy to trial this and see how it goes. It was asked whether it was thought we would have our meetings face to face again, which although it was hoped we could so we could get numbers back up again, safety would take priority.

### **Future Innovations**

Lastly we discussed ways in which we could be innovative with ideas to help with patients health and well being. Rebecca reminded everyone our last innovations were the contributions to our 'Outstanding' CQC rating in 2016. Our taxi fund to help patients who cannot afford transport when they were admitted to hospital after a GP appointment or to get to practice to avoid a hospital admission continues to provide good support when needed.

Rebecca reported the idea of having a group session to encourage ladies to attend for their cervical screening.

Rebecca asked everyone to think of ideas which could set us aside and make us even more outstanding in helping our patients to live well and healthy. Please could anyone send ideas in to discuss at our next meeting in April.

Mike has reminded everyone how we had continued to have our PPG meetings virtually everyone month throughout the whole of the pandemic to ensure everyone was kept informed, safe and supported especially with the change in how we operated.

Next Meeting date: **Wednesday 20<sup>th</sup> April 2022 1 pm via Microsoft Teams**