

# LYME VALLEY PRACTICE

*Bringing the community into the practice*

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## MINUTES OF PATIENT PARTICIPATION GROUP MEETING

Thursday, 18<sup>th</sup> January 2024 at 11 am

**Attendees:**

Catrina Cornwall, Practice Manager (chair)  
 Judith Hunter, Patient Representative  
 Brian Harrison, Patient Representative

1.	<p><b>Apologies</b> – Dianne Green, Beverley Liu, Paul Cotterill, Ann Smart, Christine Robinson.</p>	
2.	<p><b>Minutes of Meeting – 19<sup>th</sup> October 2023</b></p> <p>These were reviewed and accepted as a true and accurate record.</p> <p>Nothing additional to note.</p>	
3.	<p><b>Friends and Family Test</b></p> <p>Catrina circulated the results from feedback received in October, November &amp; December 23.</p> <p>Again, these were noted to be very positive however we were still receiving a small number in comparison to the daily number of appointments. Catrina confirmed that today, 18/1/24, 140 appointments were booked; given that on average we receive 40-50 responses per month, this is a small amount. Catrina confirmed that texts are automatically sent to all patients to ask them to respond and many decide not to.</p> <p>It is still very encouraging that the majority of responses are positive and no trends of poor performance are being identified.</p>	
4.	<p><b>Replacement Telephone System</b></p> <p>Catrina discussed the exciting news that a new telephone system has been approved (funded externally). The supplier is X-on and their product is called Surgery Connect. <a href="http://www.x-on.co.uk">www.x-on.co.uk</a>. They are an approved NHS provider and a leading supplier in the UK.</p> <p>There are many new functionalities which the system will bring to the surgery including telephone number recognition, call back service, call recording, management function to monitor call volumes/demand, integration into the clinical system, call flow management to name but a few.</p> <p>There will be many benefits for patients, administration staff and clinicians.</p> <p>This will be rolled out by 31<sup>st</sup> March 2024 and a full training package will be in place for all staff. Although some teething difficulties are likely it is expected that these will not be for a lengthy period. Trained engineers will be onsite on our 'go-live' date. This is yet to be confirmed.</p>	

5.	<b>Any Other Business</b>  Brian asked Catrina about weekend appointments being available as he recalls that this was mentioned in a previous meeting. Catrina confirmed that they are available through the Enhanced Access service at Bradwell or Basford. These appointments can be prebooked when the surgery is open or can be booked at the weekend through NHS111 if they are contacted and the appointment is deemed necessary.	
6.	<b>Date and Time of Next Meeting</b>  All agreed that the next meeting would be planned for 18 <sup>th</sup> April 2024 at 11 am.  We look forward to seeing as many of you as possible then.	