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**PPG Meeting**

**04/04/2024 – Start Time 14:30**

**Attendees:**

Dr AH – Senior Partner

SA – Practice Manager

MN – Deputy Manager

MC, GM

**Apologies:**

AT – Clinical Pharmacist

JB, BB, GS

* Introduction of new members of PPG meeting.
* SA gave a brief description of what the PPG group is about – which is a group of patients/carers and GP staff who meet a few times a year to discuss Practice issues and patient experience to help improve the services.
* SA explained we have had up and running PPG meeting for many years, but we now felt we needed to expand and get a more diverse group of patients of all ages/gender etc to try and see how we as a Practice can improve the services that would be more inclusive and beneficial to all patients.
* Patients were informed regarding the increase in clinicians on a weekly basis. This now means we have two regular male GP’s working on a Friday where previously we only had one. This means more appointments available with a male GP which can be prebooked or on the day as required.
* A brief discussion took place regarding the new Enhanced Access clinic as patient GM mentioned its hard to sometimes get an appointment as even though he is retired he still works. MN explained how the access clinic is set up and run across the PCN. Both GP partners Dr Aliaa Hasan & Dr Fouzia Rashid are taking part in the Enhanced Access clinics which means every week there will be an additional clinic between 07:00 – 8:00 am every Tuesdays and 18:30 – 20:00 every Wednesdays. This will give the Practice more appointments on a weekly basis and working patients/students will be prioritised and these appointments will be available for pts to prebook up to two weeks in advance. Any appointments not prebooked in advance will then be available for any patient requiring an on the day/emergency appointment.
* MN added that we will also be holding a Saturday clinic with 1 GP and 1 Practice Nurse clinic every 5 weeks. These appointments will be able to book 48hours in advance with the GP and up to two weeks advance with the Practice Nurse. The PCN will be holding weekly Saturday clinics, all 5 Practices will take turns holding the Saturday clinics – and all 5 Practices can book patients into any Saturday clinic.
* SA stated that the Practice had been trying since last year to secure funding for a new telephony cloud-based system and it has recently been approved. This means the Practice will soon have a new phone system.
* MN stated some of the new features of the Phone system – there will be a call back feature so if the patient is in the queue and doesn’t want to wait there is an option for the patient to retain their position in the queue and the system will call them back automatically when it is their turn. There is also a longer queuing system so patients shouldn’t be disconnected.
* SA stated she had been to another Practice to view the system and see what the staff reported about it. The staff all seemed to like the new system and all calls coming into the Practice were all accounted for.
* MN stated engineers will be coming to Practice on 24th April, and we are hoping that by end of June the new phone system is in place
* PPG members were happy about the new phone systems GM stated he had been hearing about the phone system since last year and is happy that changes are now being made.
* SA – went around the room and asked the patients about their recent experiences with the Practice compared to 2 years ago.
* MC expressed his gratitude and said he has noticed a huge improvement with the Practice within the last one year. Previously he would struggle to get through to the Practice but now when calling to order prescriptions he stated he gets through within few mins and the most he has ever been caller number 2 or 3. He stated he could not comment on ringing the practice at 8am as in the last year he has been quite well and has not needed to see the GP.
* MC also stated he received communication about Triage clinics few months back. MN explained patients can call up to 1pm Mon-Fri and be placed in triage clinic to be assessed and sign posted accordingly this means you do not necessarily have to call at 8am.
* GM – expressed how he preferred the walk-in appointments over calling the surgery. He stated it was more convenient for him and that maybe this should be reintroduced.
* MN highlighted that this was discussed previously in PPG meeting and a tough decision made by Practice as some patients were abusing the system and turning up every 2/3 days and some patients would turn up at 07:30 before the surgery was open with the whole family of 5/6 patients and demanding to be seen. This was then causing huge rush at reception at 8am when the phone lines opened and the patients walking in would take majority of available appointments and there wouldn’t be any for the ones calling through.
* Despite Practice effort to signpost the patients walking in it wasn’t easy and some patients would refuse to leave without being assessed by GP or if they were given appointment time to come back later in the day again, they were not happy to come back as they were already in Practice.
* GM stated that maybe we should allow the elderly to still walk in as sometimes its very difficult to get through to the Practice. MN explained we do not turn them away without them being triaged – this is not just for the elderly but for all patients, however we still encourage them to call at 8am or they can send an email to the practice to automatically be placed on the triage clinic. Emails are checked throughout the day and anyone who emails before 1pm will be contacted the same day but anyone emailing after 1pm is not guaranteed the same day contact but within 24 hours. The patients will then be triaged and signposted accordingly.
* MC also wanted to appreciate the reception staff members – says they are very polite and very helpful.
* SA stated we have same staff for 2 years now – this helps build a positive relationship between patient and the staff as they are the first point of contact for the Practice.
* GM appreciated MN – stated he has had a few encounters with MN at the reception desk and has always been helped and accommodated.
* SA stated to the patients we will take their comments on board and bring them up in the Practice meeting and see if any suggestions can be implemented. We will update the patients in the next meeting.
* SA asked if the patients had any other suggestions to add to the meeting regarding practice improvement and access.
* SA asked GM to provide feedback to us on how quickly he can get through to the practice now and when the new phones are in place how quickly he can get through without any hassle – GM said he will update us in the next meeting.
* SA stated that PPG meeting is normally every 3 months, and we would like to see the patients again.

**Meeting adjourned 15:48**

**Next meeting: July 2024**