

## Patient Group (PG) Minutes 31.08.2023

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### Present

Practice staff:

AK- Managing Partner

JG- Office Manager

RNB- Quality Assurance Manager

AG- Lead Secretary

### Patient PG members:

TW- PG Chair

CA

MAW

AMH

AU

### Apologies:

None

### Matters Discussed.

	Point	Notes
1.	Introduction and Apologies	Welcome to all.
2.	Review of previous meetings minutes	Those who received the minutes were happy. Can go on website to view.
3.	Confidentiality statement and Conflict of Interest	Anything said remains confidential to the group as always.
4.	Appointments and telephone system updates	DNA's- All patients who fail to attend appointments are now receiving letters outlining the importance of letting the surgery know they won't be attending. These appointments are wasted when they could be offered to someone in need.  Jo G- states that the admin team now call patients with appointments the night before to remind them.

		<p>AMH- suggested that maybe we could ask them to respond to a text.</p> <p>RN- We could explore sending the message out on Accurx or could possibly send an email?</p>
5.	PPG information and updates	<p>AMH- they were pleased about getting the text to say that appointments were available over the weekend, good idea.</p> <p>AK- These were provided to help with the strain of the strikes, (4 strike days Septembe/ October) and hospital appointments being cancelled. This results in patients getting more poorly! We can look at how to structure weekend face to face appointments? We have 3 buildings to use, only 1 needs to be open.</p> <p>PPG suggest other staff members, Possible Physiotherapist? Practice staff confirmed this will be explored.</p> <p>AK- New Physician Associate's (PA's) started, hopefully availability will be expanding further. PA's have come about from an American model used to fast track and increase the workforce- undergraduates do a 2-year fast track and are highly trained. They will soon be registered with the GMC. Will extend the offer of prebook able appointments, also face to face. Waiting times for the hospital is a constant battle- Kirby Road remain in the top 3 Surgeries with appointment provision versus other practices.</p> <p>Dr Strikes- Kirby Road did 7 day cover to support.</p> <p>We also have the Hub now, down behind the bowling alley, which is providing 8-10 appointments per day for acute issues. For transparency we have had an issue with some of the nurses calling in sick at the hub, so we then see them the next day at Kirby.</p> <p>TW reports that there are no problems with the phone system- he has been calling as mystery shopper.</p>
6.	Flu updates	<p>AK- Adult Flu clinics- scheduled for first clinic on 16th Sept and will run into October/ Nov.</p>
7.	PPG recruitment	<p>2 new members which is great but would like more.</p>
8.	Updates from the Surgery	<p>Our recent health event was very successful, next time the practice want to open it to more patients in a bigger venue.</p> <p>AW- states they didn't really see any advertising for event?</p>

		<p>RNB- assures there was a lot of advertising on the website, in the surgery as well as SMS texts being sent to patients. This was also posted onto social media but not too largely. An agenda was published on the Eventbrite page prior to the event, but stated this would be made available on Facebook in the future.</p> <p>AU- perhaps advertise in the Vine magazine (a local magazine).</p> <p>RNB- confirms this is a good idea that will be looked into. Pharmacist Younis, Practice Nurse Manager Elena and Specialist Diabetes Nurse Fran provided talks on High blood pressure and diabetes. Social Prescribing, Citizens Advice, Impact Mental Health, More Life, Smoking Cessation Service and local PT Heather also provided talks. A very good day.</p> <p>AK- Possibly more topics and bigger venue like Incuba would draw more people, but otherwise a successful event.</p>
<p>9.</p>	<p>AOB</p>	<p>PPG question: being told that appointment times are between 8:00 and 21:00 is not suitable as can be missed easily.</p> <p>AK- We can look at times on the weekend appointments?</p> <p>JG- Reception staff do advise AM or PM.</p> <p>AK- confirms he does try to call again if no answer, as he wants to resolve issue, if we push it back we create problem for next day. We all know people have lives and we won't hold it against anyone if they miss a call, but if we call for several days and still don't get a response then patient would need to make another appointment.</p> <p>AU- voices their concerns about the lack of disabled parking. If a person cannot use a disabled bay, they will need to walk further which some are unable to do. Can more spaces be made available? There is a lack of parking in the area too.</p> <p>Jo G- confirms they do check the car park to see if those use the space that shouldn't- they are then asked to move. The practice will explore other ways to increase disabled bays.</p> <p>TW- suggests using the spaces closest to the door.</p>

		<p>JG- advises these spaces are not big enough.</p> <p>RNB- more signs will be going outside the practice soon, which will help. We are aware that the area surrounding the practice does not offer a lot of parking, however there is the car park attached to Bennetts Rec.</p> <p>AMH- suggested lanyards for members of the PPG when attending any practice events.</p> <p>AK- confirms this will be explored.</p> <p>AK hands over to TW.</p> <p>TW- states he is still trying to meet with the local MP, is also looking to liaise with the local church he is associated with to support the community in more ways. The church will be moving to the space between the local radio station and Coopers.</p> <p>AK- reiterates that the practice enables the homeless to register without proof of ID/ address (we are a Safe Surgery). We also encourage health promotion and try to approach the younger demographic and LGBT+ community. We are looking to tackle barriers and provide more health events.</p> <p><i>General conversation about local community support takes place, such as the foodbanks and soup kitchens.</i></p> <p>TW- Discusses meeting with the MP. Also reiterates that from the recent complaints review with the practice, many relate to the hospital which is concerning.</p> <p>AK- we advise patients to contact PALS should they have any complaint regarding the hospital otherwise it won't be addressed. Have asked for updates, but they have offered twice a year.</p>
<b>10.</b>	Date of next meeting to be discussed	Next meeting date set provisionally for November 30 <sup>th</sup> .