



PATIENT PARTICIPATION GROUP MEETING

Minutes

Tuesday 3rd May 4- 5.30pm

Chair – Mick Kasey (Patient representative)

Practice Representatives: Bev McLean – Business Manager, Guy Ovenden – Operations Manager, Carol Westwood – Team Leader, Patient Care

Patient Representatives present: Sarah O, Geoff B, Liz GI and Princess (online via TEAMS)

Apologies received from: Kendal E, Phil G, Jane O & Ian E

Brief Introductions of ALL in Attendance

Everyone had the chance to say who they were and a little brief bit about their background and why they were attending.

Minutes from last meeting and update on Actions

- Ensure introductions on agenda – completed
- Carer Project – had volunteer at last meeting so can go forward with that – Naseem.
- Documentation – these were shared but nothing has been done with them by the subgroup. Mick proposed we adopt the documents as they are for now to let the group get going and we can address later. Those in attendance agreed.
- Priorities c/f: Establish PPG, Carer Project and Accessibility particularly digital access for patients.

Update from the Practice

Bev gave a brief update on things at the practice:

- Carers Project – a protocol was being completed at the practice to ensure we code and identify carers so that we can help support them and signpost them to help and local services. Once agreed internally this will be shared with the Patient volunteer and then with the wider group.
- A few changes in the staff structure - our AP Mark is leaving but we have Allyson joining us in his place. We have also had a number of new Patient Care Advisors join and hope to be fully staffed soon although we have some time being given to Secretaries and Health Care Assistant from the Advisors so may need to recruit another. An updated structure was shared at the meeting.

- Our list size continues to grow and as a result the partners have taken the decision to remove patient who are “out of our area”. To be fair to ALL patients everyone who lives out of the area is being removed and having to register at a practice that covers their home postcode. This affect approx. 250 patients and to ensure we can manage the process we are working on 15 per week. They get 30 days notice.
- We are delivering COVID boosters to those eligible but there does not appear to be a huge demand for this. We expect to also be delivering the “winter” booster programme if possible with our flu vaccines again.
- We in the process of arranging new signage at both Parkside and Beeston to reflect the current partnership.

Carol then shared some interesting statistics with the group and those present were quite surprised by them:

Face to Face appointment with our GP’s and Clinicians (Nurses, Advanced Practitioner, Healthcare Assistant’s *(This does not include additional appointments we offer from our Network Staff e.g. physio therapists or the appointments we have available for our patients our of hours in extended access clinics mainly based at City View.)*

- Available appointments – 3,494
- Booked appointments – 3,326
- DNA’s (Did Not Attend) 358 – this equates to around 19 appointments per day, around 90 hours of wasted clinician time

Routine Telephone Appointments (prebooked appointments such as medication reviews /contraception counselling /annual reviews)

- Available appointments – 1167
- Booked appointments - 1145
- Triage Calls for April – 2587

Inbound calls

- Our team took a total of 11,827 inbound calls in April, an average of 622 calls per day with an average wait time of 4mins

Any Other Business?

- **Website** – the practice would appreciate feedback from the PPG on the website with any ideas of how it could be improved?
- **Action: Patients - Email ideas or comments into the PPG email or BHMP email FAO Bev**
- Next meeting – agreed early September.