



PATIENT PARTICIPATION GROUP MEETING

Tuesday 24th January 2023 4pm

Minutes

- Present:** Bev McLean – Business Manager
Lou McCaig-Holt – PA to the Management Team
Ettie Lynch – Patient Care Team Leader
- Patients:** Mick (PPG Chair), Geoff & Phillip
- Apologies:** Sharman, Ann, Ian, Liz, Melrose & Jane

Introductions – the Practice Team and Patient’s briefly introduced themselves.

Minutes from Last Meeting and Updates on Actions

- The practice will not have any covid vaccines available now until October Flu season.
- The Clinical and Non-Clinical updated structure chart was discussed and shared in the handout pack.
- Current Vacancies discussed – Pharmacy Technician, Practice Nurse & Patient Care Advisor.

Update from the Practice –

- **Partners** Dr Thornton is now a Partner and we are now back up to 10 GP Partners in total. Each GP is Lead in areas such as Safeguarding, Learning Difficulties, Diabetes, Asthma & COPD etc.
- **Crossland** – A bid was submitted to redevelop Crossland just before the Pandemic. The bid was approved late last year but it’s now three years out of date and the costs have escalated significantly. The retired Doctor’s that own the building have now decided to sell up and have given us notice to leave by the end of June 2023. We are currently negotiating taking over additional floor space at our Parkside site. Crossland has not been used for general appointments since the start of the

pandemic which is when we used it for as a Hot Hub (to see any potentially covid positive patients who needed examination by the GP). It is now been used by the Primary Care Network staff as an office base with some special clinics operating from there e.g. dressings clinic. We have submitted a request to leave Crossland to the Integrated Care Board (ICB) they have asked us to undertake a 4-week Patient Engagement programme. Bev shared the draft Engagement Plan for those in attendance to take home and reply by email by the end of the week for submission to the ICB.

- **Patient Care Team** (Handout shared) November Statistics Shared
Calls Inbound Calls 9,498 - Answered 8,051 - Average queue 3 minutes
Appointments 4,574 - Triage Appointments 3,487 – DNA'd Appointments 393
Additional Services that we can now signpost to were discussed – Physiotherapy, Insomnia Clinics, Pharmacy Referrals, Healthy Minds, Midwife, Social Prescribers & Weekend: Nurses, GP's and Pharmacists.
Patient Care team Responsibilities and Roles Discussed.
Newsletters and Target (training afternoons – once a month) Days explained.

Recent Patient Survey Results – this survey was carried out as part of the Accelerate Program. This programme is a fully funded project looking at aspects of the work we do to see how it can be improved to increase efficiencies and free up resources. The practice has recently began working on this and it is expected the survey will be repeated one we have completed the planned modules. We have been looking at Signposting of Appointments, Online and repeat prescription requests and we will be going on to look at Appointments & Communication.

Any Other Business – Repeat Dispensing discussed – If needing a Diabetic Review, the system throws the Patient off? – Bev to Look Into this.

Practice's changing relationship with Pharmacies - a patient asked about this. We need to work closely with Pharmacies as more and more services are being delivered by them that we signpost into which takes pressure off the practice. At the same time, we compete for business e.g. flu vaccinations so that is difficult. We also recently had to stop accepting direct requests for patient medication from pharmacies unless the patient was deemed reliant on this service and unable to manage arranging themselves. This was implemented nationally.

- **Mick's Feedback** – Happy we have improved, and our efficiency is good.

Mick and Bev thanked those present for coming to the meeting and their contribution.

- **Next Meeting** – Tuesday 25th April 2023 4pm – 5.30pm