

Minutes from PCG meeting Wednesday 28th November 2022

Present – Francis Burgess Chair
Peter Maskery
Dr Y Brindle Practice GP Partner
Richard McCleod Practice Manager/Business Partner
Peter Hyland
Lesley Dooley
Kathy Ricketts
Ian Lambert
Lisa Howells

1. It has been requested by a Sixth Former from a local school if it would be possible to observe a meeting. This request has been made as our young adults are wanting to understand more about the different roles in the form of work that they might consider when thinking about careers. This was voted as a good idea, and it was discussed that we should encourage children in education to come and learn what opportunities are out there.

RM recommended that we should broaden the experience opportunity across all ages and diversities.

2. Updates – the last meeting feedback was varied.
The Practice has implemented a new telephone system called Check Cloud, which has unlimited lines in and out of the Practice.
The Practice is still balancing people and resource to enable an effective use of the system.
The telephone system gives more options to select the service the patient requires and is set up to try and smooth out the workflow within the Practice.
The team are currently getting used to the new system.

Appointments – when you call in for an appointment, you can now select a call back option, to save hanging on. You keep your place in the queue and will get a call back when it is your turn – this is a positive benefit of the system.

To manage the morning call demand to the appointments line, the team are working to a target of two minutes (120 seconds) call time to talk with the patient and book an appropriate appointment.

Pre-bookable appointments are now being reviewed to see how this can work to make them easier for patients to book.

It was discussed that a newsletter is essential to be sent out to all patients so they can understand how to navigate the Practice's booking and services system. We need to encourage more 'self help' to smooth the workflow within the Practice.

Patient demand is currently very high. A GP could have approximately 14 telephone calls; 14 face-to-face appointments, which would be 30ish consultations calls if not on call.

If on-call, this would be greater than 30 per day.

The practice is currently fully staffed with GP's.

The practice is looking at a GP assistant role for some basic admin GP support – this would be admin tasks that do not need to be carried out by a GP and would help the GP's manage their time more effectively.

Also currently recruiting a new operations administrator.

Enhanced appointments – this new option is being launched to the Practice. Tuesday mornings and Wednesday evenings will be at the practice, other days are shared across the other PCN practices.

3. Election of Vice Chair – this position still needs to be filled. Agreed to leave the position open for a while longer.

4. Newsletter and website – within the Practice there is a Care Co-ordinator who looks after patient communications. The newsletter needs content and administering. It is agreed the website needs to be used and reviewed more by patients. The care co-ordinator will look at using the web more for sharing information.

Nick to update the What's App group PPG member can use it more.

Richard McLeod will ask for the website to be updated with details of the telephone system before Christmas.

5. Building – waiting room and downstairs toilet need refurbishment. Practice is going to apply for funding to enable the refurbishment and better access to the toilet area.
Hoping to improve the waiting area upstairs aswell and considering having an administration area up there too if feasible.
Portacabins in the car park are being used for contingency clinics / programmes.
New boiler has been installed
CCTV has been installed
New outdoor lighting has been installed
6. Staffing : 7 full time GP's, with each GP having a registered patient list. These operate over 6 sessions.
Continuity of care is difficult with the workload currently seen across the surgery.
3 senior nurses who deal with minor illnesses
2 in house clinical pharmacists within the team
7. Projects for PPG to undertake :
Get younger people involved in patient communications
Patient survey for 2023 needs to be built and distributed
Membership expansion - gather younger members via virtual methods
Contact other member types such as young parents, menopause aged women as example groups
8. PCN Health and Well-being strategy – December 13th 3pm-5pm at Heath Lane Medical Centre. All PPG members are invited.
9. National Association of PPG's – this needs funding which the Surgery agreed they would consider. It is approx. £60. Members are asked to read their website: www.napp.org.uk
10. Priorities for 2023 :
Ensure Chair is supported in his role
Consider potential of educational opportunities
Fund raising / Charity events
General Health Awareness links
11. AOB
 - Practice website – could it be reviewed and updated
 - PPG – needs to update its own info on its section of the webpage
 - Minutes of meetings need to be updated on the PPG section of the website
 - Portfolio of documents, including Terms of Reference has now been handed from Peter to Francis.

Date of next meeting

Wednesday 1st February 2023, 2pm-3:30pm, All Saints Church, Hoole.

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Next meeting : February 1st 2023. 2pm

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