

PPG Meeting, Park Medical Centre N81046

20/03/2024

Present:

Francis Burgess (Chair), Peter Hyland, Kathy Ricketts, Lesley Dooley, Peter Maskery, Lisa Howells, Ian Lambert.

Apologies:

Anne Rigby, Dr Brindle, Gilly Jones, Nick Dent, Colin Summers

PMC – Park Medical Centre

Present:

Jennifer Mudd, Operations Manager, Practice Services

Richard McLeod, Business Partner

- Introductions and apologies
- Election of vice chair – no one stepped forward, Jen (PMC) mentioned it maybe an idea that members of the PPG are allocated an area rather than their being a vice chair.
- Recruitment of the PPG – Francis mentioned there is a new member.
- Went through previous meetings minutes – everyone is happy with the previous meetings minutes.

Updates from the practice

- New salaried GP starting – 6 sessions per week.
- New clinical pharmacist starting – 35 hours per week.
- Previous Nurse is returning to the practice.
- New GP registrars are starting in April and 2 leaving to go onto their next post and 1 going on maternity leave.
- Promotions – Becky as the PCN coordinator and Reigan as the assistant operations manager.
- Finding it difficult to recruit for an operations administrator (reception/secretary) – interviews taking place this week.
- PPG mentioned – recruitment is a standing item on the agenda – Practice understands and in most GP surgeries they are finding it hard to recruit these roles at the moment.
- Spoke about the GPA roles and what duties they complete on a day-to-day basis.
- The second floor waiting room has now been converted into an office space for clinical staff when working on their admin time.

General topics

- PPG – there are a lot of text messages nationwide going out to patients – why is this? Practice explained it is a more cost effective and efficient way to communicate with patients. Some of it maybe as it is year end.
- PPG – why do we not always get notifications when our prescriptions are ready? Practice explained, pharmacies are separate to GP practices, and it all depends on what pharmacy you are with and how it is run. GP surgeries will authorise the prescriptions and then once it is passed over to the pharmacy it is out of our control and how pharmacies manage their systems and processes is something we do not have an input on.

- PPG – discussed patients do not use the website very much and that the website has improved. Discussed ways of how we could get patients to use the website more – mentioned it may be a good idea to add it to the phone message. Practice – mentioned it has discussed in the Ops team huddle to for operations administrators to sign post to the website more frequently.
- Virtual meetings – discussion around how would we accommodate members of the PPG who would like to attend a virtual meeting. PMC can accommodate this.
- IT drop-in sessions – a discussion around patients who are unsure or need help on how to use IT (NHS app/ using the internet) PPG – there are sessions at the community centre for IT skills. A local surgery has adopted this in their practice with their patients. PMC – happy to accommodate but we struggle on space in the building.

PCN steering group.

- PPG – Sharon the PCN manager is leaving, is anyone going to replace her? Practice – each practice has a PCN lead, there is a PCN coordinator and a clinical director. A new PCN manager is something we are still in discussion.
- PPG chair mentioned to the rest of the PPG group he would like some more members to attend with him to the PCN steering group.

PPG Patient survey

- The PPG patient survey was sent out on 27th February 2024 to 3591 patients. This is the population of patients who had appointments from middle of Jan 2024 to the middle of Feb 2024. The survey was active for 7 days.
- The results were circulated in the meeting, we had a very good response rate of 569 patients completing the survey.
- The main topic if the results was patient struggling to get an appointment at the practice.
- PPG – discussion on how to get the results of the survey to patients and help encourage the use of the practice website. Decisions made to text all patients the survey was sent to with a link to our website where the results will be available for viewing and download.

Access and appointments

- PMC – we are looking at a new triage system to implement as the practice is aware and recognises how sometimes it is hard for patients to get an appointment.
- PMC discussed there will still be away for patient to access the surgery if they do not have access to the internet or are vulnerable, we are planning and looks at the best possible balance to try and fit the needs of all of our patients.
- Another practice in cheshire has taken on the triage system we are currently looking at (AccuRx, patient triage) the practice is called Wilmslow health centre.

Actions for PMC

- Jen to update the website with last month's minutes.
- Jen to circulate information on the new triage system we are looking at.

Actions for PPG

- Find out what how many members of the PPG would like a virtual session.
- Discuss if members would like a specific area rather than electing a vice chair.
- Enquire with the community centre for the IT drop-in sessions – is PMC able to sign post our patient there? Can someone go along from the PPG/PMC to help our patients also.
- Inform practice of when you would like the results of the PPG survey adding to the website and a text sent out sign posting to the website.