

Meeting: PPG
Date: Tuesday 22nd June 2022
Location: Hockley
Time: 18:30 – 20:00

Attendees:

Kerri-ann Baker Practice Manager
Stacey Linnen Clinical Manager
Professor Saqib Mahmud Senior Partner GP Partner
Matthew Curnock GP Partner
Imogen Meddle PA to Management Team
Ian Foster PPG Chairman
Yvonne Claydon PPG Member
Gill Jones PPG Member
Richard Garforth PPG Member
Graham Venour PPG Member
Mohammed Amin PPG Member
Shakira O'Connor PPG Member

1. KB welcomed everyone to the meeting and introduced surgery attendees. KB explained what PPGs are and why we hold them.
2. KB explains how the practice is run/shows an example of a rota and clarifies how each appointment slot works for phlebotomists/FY2s/doctors/nurses etc. SL explains about emergency slots and pre bookable non-urgent appointments. KB tells participants how many staff members we have and explains each job role. A discussion was then had about the capacity for the staff and patients, KB said she would like to expand the Practice in the future there is funding available via the estates team and we are looking in to this.
3. KB then told the group about new changes within the surgery. This included being the first surgery in Essex to be awarded a Gold certificate for excellence in LGBT+ healthcare, the launching of E-consult, the NHS app, social media/website and newsletter. KB tells the members about the PCN and how from October 2022, 6 surgeries (including Church View/Jones) will be facilitating an extra OOH hours services 7am – 8am, 18:30 pm to 20:00 and 8 hours on a Saturday this will be run over the 6 member surgeries of the PCN. KB is meeting with other practice managers to discuss ongoing proposal and this will then be forwarded to the CCG.

4. KB presents the figures of appointments that patients did not attend for March, April and May (175, 177 and 180.) A question was asked about whether patients that DNA are contacted and SL explained that a text is sent to them. SL also mentioned that if a patient has a valid reason for not attending the DNA will not be left on their patient record. MC explains that when a patient is running late, the list updates on SystemOne and this is useful because he can use that time to call in a patient that is already waiting, or telephone a patient etc.

A member inquired about the telephone system and how it can take a long time to get through to tell reception staff that they cannot attend their appointment, SL explained that there is an option to press 2 when patients telephone to cancel their appointment.

5. SL explains the process in which complaints are managed and that a member of staff has recently been trained in complaints and will be working alongside SL to resolve them.

There was a question regarding the out-dated negative reviews online and KB explained that we need new reviews written on google so that it updates. Patients are not as aware of writing reviews on there and so SL suggested we telephone patients that have written 'I Want Great Care' reviews and ask them to review on google as well. MC said that all the clinical staff could have review slips on their desks to encourage patients to fill them out.

6. MC describes his routine and what he does daily which led to the question of what happens when a doctor is absent due to sickness etc. SL explains that patients are moved to another doctor if there is the room to do so, if not they are rebooked. KB then said how she turned the practice in to a 'training practice.' This has brought in 4 FY2 Doctors and 1 Registrar that are rotated throughout the year, which means more Doctors/appointments available for patients. A member asks if there is a cap on the number of patients that a surgery can have and KB said no.
7. A group member explained that she was awaiting results from a test and felt worried because she had not heard anything. She then found out that patients generally only hear when they need to make a follow up appointment due to a potential negative result. MC suggested that a text should be sent to patients regardless of whether their results are negative/positive and this would avoid the patient worrying and having to telephone the surgery. KB said this will be looked at when E-Consult is set up properly.
8. Date of next meeting will be in December 2022 – exact date TBC. PPG members gave permission for the photos taken to be uploaded on website/social media. PPG members gave their email address so that minutes/slides can be sent to them.