**Patient Participation Meeting**

**5th April 2023**

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, WPr, SP, TC

Apologies: GN

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| Discussion | Action |
| Matters Arising |  |
| LB to raise this at the next Reception meeting, put it in the whatsapp group and ensure this is clear in the induction. Members suggested putting a Label in front of them for a month of their introduction so it becomes second nature. | LB to put this to reception team |
| Today’s Discussion |  |
| Welcomed new member Tessa and she introduced herself. We all introduced ourselves. |  |
| Complaints & Compliments  Compliments:  VM had a compliment from a deceased pts son. LB read it out.  NR got a compliment emailed in-LB read this out.  Another compliment from children of another deceased pt. LB read this out  SP-compliment wanted to see GP, but Reception explained Physio would be a better option, the receptionist explained it very well. Appt went really well.  TC-compliment for Dr Baillie, feels he gets issues sorted out, thorough and very capable  GN- But must say the paramedic, Nurses, doctors and admin staff have done a brilliant job trying to link together heart, eyes, hearing and balance.  Complaints:  Complaint about a locum  This was upheld, clinics have been altered and BP machines have been sourced for each room.  2 complaints about GP appts. Neither were upheld, unrealistic expectations of patients  Concern raised by PPG member- can’t always ring at 8am, what are the other ways of contacting the surgery. LB explained that the website, ask the Dr/reception/nurse a question is available 24/7, AccuRx- ‘contact the practice online’ is also available from 8am -5pm Monday to Friday. Both of these methods mean you will be contacted within 2 working days to address your concern/arrange an appointment.  Came to see a GP about 3 weeks ago, antibiotics weren’t working-caused violent reaction-sent message in via website, got message after the fact saying Dr Patel will ring you and please call at 8am rather than using the website. | LB to make options more widely known. Add to Pt leaflet and put on website. Add it to the text that we send out on registration.  LB to investigate further and respond directly to WPr |
| CQC Feedback  The practice has their annual monitoring meeting with CQC soon, they have requested that we ask patients to complete a feedback survey. PPG are happy to be sent this to complete. |  |
| New Targets for 2023-2024  LB gave an overview of the new targets for the practice.  Quality Outcomes Framework (aimed at managing Long Term conditions effectively) has largely stayed the same, but a new module has been added on Cholesterol monitoring.  The QOF quality Improvement modules this year focus on   1. Optimising access to the practice which involves looking at data on demand and capacity, making changes that enable more effective use of capacity, primarily reducing unavoidable appointments and improving patient experience. 2. Workforce wellbeing which involves surveying the staff and improving well-being resilience and risk of burnout for the GP workforce   PCN joint targets have reduced to 5 targets from more than 30.   * 2 around Flu uptake of 18-65 at risk and children * 1 on ensuring patients with learning disabilities get an annual health check * 1 on ensuring everyone who is referred on the suspected cancer pathway for Lower Gastrointestinal concerns has to have faecal sample done within the 14 days prior to referral * The final one is ensuring that patients do not have to wait longer than 2 weeks for an appointment   This is alongside a target also around demand and capacity, which is aimed at improving patient’s expereince of contacting the practice, making it easier to access the practice and ensuring what we are recording is accurate in terms of appointments delivered.  This is all alongside looking at ensuring all patients can be triaged on the day they contact the practice and not be advised to call back another day.  The practice will be planning how to meet these new targets in the coming months and LB will involve the PPG as part of the process. |  |
| Phlebotomy Service  The practice has increased the number of staff able to take bloods and we are looking at recruiting a phlebotomist to help with the demand. Patient feedback has been excellent. |  |
| Staffing updates  We have on-going issues with recruitment on reception and within the care coordination team. Acknowledged what a difficult and important job reception is.  We have 2 GP’s that are also off currently, which is a strain on the team. We are trying to use regular locums to cover some of the sessions, but this does leave additional work for the regular GP’s so also not ideal. Both GP’s will return, currently the date of return is unknown. |  |
| AccuRx Triage and Self-book  LB asked for any feedback on the use of this. AccuRx Triage had only been in operation for 2 weeks so isn’t something any of the PPG had used as yet. |  |
| PPG general feedback/issues  NHS COVID appt is stopping shortly so will no longer be available.  TC feedback that the meeting had been really useful and helped her understand better the workings of a GP Practice. |  |
| Date of Next meeting: 31st May 6.30pm Face to Face at the practice. |  |