

Patient Participation Meeting

13<sup>h</sup> Dec 2023

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

Apologies: MM, GN

Actions carried forward from last meeting:

Action	Outcome
LB and WP to work on the 1 pager about the PPG	
LB to consider how we can advertise what services we are currently offering and also ensure that plans for the future are also shared with patients.	

Discussion	Action
<b>Matters Arising</b>	
<b>Website amendments</b> Thank you to JL for the nudge about the website details. Lynsey has completed this now	
<b>Repeat Dispensing</b> Lynsey explained that inhalers were put on repeat dispensing last year due to targets that we had for inhalers which was why these disappeared from repeat meds lists. This will right itself over time.	
<b>Today's Discussion</b>	
<b>Complaints &amp; Compliments</b>	
<u>Compliments</u> The practice had had some lovely compliments recently. LB read some of them out to the group. A couple were particularly nice and were from family members of patients who has recently passed away, saying what a difference the practice had made to their parents lives. LB also shared the compliment about the COIL clinic and Dr Russell which mentioned professionalism, empathy, outstanding bedside manner.	
<u>Complaints</u> Went through some of the learning from complaints <ol style="list-style-type: none"><li>1) Timing for home visits from the paramedic-staff should not give specific times as Alexa prioritises visits and the order she does them in.</li><li>2) Lack of clarity on private prescriptions, we haven't done these often at all since prior to COVID so staff had forgotten the process and charges. Information was circulated to the team</li><li>3) Queues on the phone-LB acknowledged this has been particularly difficult recently as Receptionists had been off with COVID and we weren't able to get full cover, coupled with reception and care coordinator vacancies, answering calls in the mornings had been affected.</li><li>4) Discussed Google review which was really disparaging. PPG members queried how we manage rude behaviour of patients and when as a practice we would de-register them.</li><li>5) 111 appt clinic name has been changed as a result of a patient complaint.</li></ol> LB mentioned that the phone lines had been exceptionally busy this week and even fully doctored the GP's have been requesting locums each day as the demand has been incredibly high.	
<b>Staffing updates</b> 2 new staff starting, Receptionist-called Clare and part time Care Coordinator Akilah Rosanna, our Advanced Nurse Practitioner, is due back in February, she is currently doing KIT days adhoc at the moment. LB mentioned the difficulty with room capacity for staff at the moment.	
<b>PCN clinic updates</b> <u>Children's Hub appts</u> We have had additional capacity for Children's appointments since October, this is to support the practice with the increase in coughs/ colds/ temperatures of children at this time of year. We have put this extra capacity in now for a	

few years, this year for some reason it hasn't worked as well for our patients and so from January we will be hosting FGS Children's additional capacity appointments on site with us. We are hoping this will improve the experience for the patients.

#### HRT Clinics

We have been allocated some funding to run twice monthly specialist clinics run by Dr Russell.

#### COIL clinics

We are continuing to offer the twice monthly COIL clinics as well.

#### **All Merton Hub appointment update**

Prior to the PCN doing the weekend appointments, it used to be Merton GP Federation that organised and supplied this service to our patients from the Nelson and Wideway medical practices. Much of this funding has been stripped away now and given directly to PCN's> The Federation do still provide some additional appointments, but booking these appointments is always difficult as they get taken so quickly. Now we will be getting an allocated amount per week, so our patients will benefit from guaranteed extra appointments each week, although these are divide between both the Nelson and Wideway sites.

#### **Presentation on the lease**

LB went through the presentation which updated members on the lease process.

Members were discussing doing fund raising activities if we were not able to get the funding through the ICB.

LB to share the presentation with the minutes

#### **Timings of meetings**

LB wanted to check with the timing of the meeting is still something that works for people. It doesn't have to be evening, it could be an afternoon for example. Members were happy with the time, but would also be happy to start the meetings earlier.

LB just reminded that if in future the time of the meeting wasn't working we can change it.

LB to agenda for next meeting for future discussion

#### **Whatsapp**

LB mentioned that whilst this could be opening a can of worms as it were, she wondered if anyone would be interested in being part of a PPG Business only Whatsapp group to enable quick and easy communication about things such as meeting reminders, any changes to a meeting at short notice or anything that may need a quick response from the PPG.

Lots of discussion around this, but most of the members at the meeting were happy with idea of it as long as it wasn't abused.

WP to draw up some Terms of reference for Whatsapp and discuss further at the next meeting.

#### **Website Update**

The practice is getting an upgrade to the website. LB wondered if any of the PPG members would be interested in reviewing the draft version of the website before it goes live and giving feedback. Members were very happy to offer their support with this

LB to send out the link when she has it

#### **PPG General feedback/issues**

##### Continuity

A couple of the members commented on how it is becoming increasingly more difficult to get continuity with a GP now and that this meant they had to repeat their medical history and recent discussions with each GP. LB acknowledged this and said that many of the Dr's had noticed the same. LB explained that we have had to recruit a number of GP's doing only 1 day, for various reasons and also with other GP's reducing their days it has led to a reduction in continuity. It is something we will look to address in future recruitment and planning where possible.

Date of Next meeting: 8<sup>th</sup> February 2024 6.30pm Zoom