

Patient Participation Meeting

4th December 2024

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, Ann, Wendy, Geoff, Simon, Tessa, Melanie, Jane, Cameron

Apologies: Ian, Ruth,

Discussion	Action
Matters Arising	
Nothing of note	
Today's Discussion	
Complaints & Compliments	
<p>Staffing updates All GP's have now started and are embedded.</p> <p>A couple of new receptionists starting. Katrina started a month or so ago and also Nora started last week. Kayeeshia is leaving mid-January, Nora has taken over her role.</p> <p>Cameron-new Operations manager started a month ago and gave a brief overview of what he has been doing so far. He is full time.</p>	
<p>Lease Update Landlords have given us final deadline for getting lease signed. However there is not a great deal of time left to get it over the line and secure the additional space. It is progressing swiftly now though. Also still negotiating work plan and order of the works. LB has requested the GP rooms to be completed first on the ground floor, but the builders want to start at the top and work downwards.</p>	
<p>Telephone queues Queue limited were removed in August so we could look at actual demand at 8am. LB reflected that she expected it to be a lot busier than it had been with most morning averaging around 25-33 callers in the queue by 08.05. It wasn't until last week that we got to 40 callers in the queue at any one time.</p> <p>Only looking at maximum queue length that is not the same as the number of calls coming in throughout the day. For example yesterday we had more than 200 calls throughout the day.</p> <p>Feedback requested from the PPG members on how the queue system has worked for them. Wayne feedback that he called yesterday, was 14th in the queue and was answered within about 5 minutes. He also said he has used the call back function which is excellent.</p> <p>Wendy feedback that the queue worked well, she didn't have to wait long at all on both occasions. Simon also said that he called recently and was through within 6-7 minutes.</p> <p>Geoff sent in a message a short while ago saying the welcome message was out of date, LB updated it the next week.</p> <p>LB proposed to keep the 'no queue limit' in place for the time being to again get an idea of demand during the busiest periods.</p>	

<p>LB talked about how we have increased the answering of phones by additional staff at 8am whenever possible.</p>	
<p>Total Triage We are still undecided as to whether to proceed with this. Staff who've worked in practices with Total Triage say its excellent and works really well. Discussed the pro's and con's of the system. At the moment we have a hybrid model. But we have an issue where we either have today or 2-3 weeks times. Patients are seen in the interim but they are using the on the day capacity for this rather than pre-bookable capacity as that is already full.</p> <p>LB trying to seek feedback from the PPG. -In some ways a messy system is best because its more responsive to patient needs -Increasingly it is becoming more and more difficult to actually speak to someone, everything is being done online -Sometimes information is misunderstood when pt isn't actually speaking to a GP and symptoms are missed perhaps. -Concerns raised about patients who can't access online or can't see -Patients will often write what they think they have, which could steer the Dr in the diagnosis. -Wendy felt that if patient knew GP's were reviewing all the AccuRx's they would feel better about submitting it all online</p>	
<p>Flu Day and Uptake Thank you so much to everyone who helped out on the Flu day in October. It was a lot of hours on your feet and we very much appreciate your support, The day ran incredibly smoothly and having the additional vaccinator really helped. We had less attendee's than we were expecting, more than 100 cancelled before the actual day. We think it may be because the Pharmacy's had started giving both Flu and COVID together,</p> <p>Uptake for the season has been poor and severely affected by pharmacies doing the COVID vaccine and the flu vaccine together. This will have a financial impact on the practice as we do not get paid for the vaccines we have bought but not administered. It looks like we will have a good few hundred unused which has never been the case for the surgery before.</p> <p>We have got feedback from patients who did not get their vaccine with us or who cancelled. The main reason was as the Pharmacy said they were giving both and a few comments said they could not make the Saturday clinic and as we offered no other dates before the Saturday they booked at the pharmacy instead. We will learn our lesson on that one next year.</p>	
<p>Patient Survey I don't think we are done a formal patients survey for a couple of years. We do monthly survey monkeys but these are limited in terms of information from patients.</p> <p>PPG are happy to work with Cameron to develop a survey in the coming weeks and get it sent out to patients.</p>	
<p>AOB Thank you for all your support, suggestions and feedback this year, it is very much appreciated and we so lucky to have a PPG like ours. Wishing everyone a lovely festive season and a happy New year.</p>	
<p>Date of Next meeting: 5th February 2025</p>	