

**MINUTES FROM PPG MEETING
Tuesday 10th March 2020**

IN ATTENDANCE:

MEMORIAL MEDICAL CENTRE – SHELLY MUGHAL AND REBECCA UNWIN

GUEST SPEAKER-DECLAN MEEK (DESP Patient Outreach Worker)

MEMBERS -

PREVIOUS MINUTES DISCUSSED

Clarification was asked as to why the medication review had been removed from some people's right hand sides of their prescriptions. Rebecca Unwin was not aware that this had been raised as a concern at the last PPG meeting and therefore advised that we would look into the matter further and update in due course.

PRACTICE UPDATE

Members were updated accordingly:

- Introduction of Rebecca Unwin who is the Practice Coordinator and Data Protection officer as she will be attending the PPG meetings alongside Shelly Mughal going forward.
- We have a new partner joining the practice in May, Dr N Murphy, who will be working 8 sessions per week.
- We have a new salaried GP starting with the practice on the 17th April 20, initially working 2 sessions per week but eventually increasing to 4 sessions.
- Julia Davis, medical secretary, has now joined the practice.
- We have a new Clinical Pharmacist joining the practice full time on 04TH May 2020 called Alice Lo.

TOTAL CLINICAL STAFF

5 x Partners
1 x Salaried GP's
1 x Registrar GP
5 x Nurses
2 x Health Care Assistants
2 x Paramedics
Dr Benning - Locum

TOTAL NON CLINICAL STAFF

14 x Patient Co-Ordinators
12 x Administrative staff

APPOINTMENTS

Rebecca discussed that following our recent Practice meeting we were now releasing the 7 day online appointments at Midnight and at 08:00am 7 days ahead. This would hopefully allow patients who could not call in at 08:00am due to work or school runs to obtain an appointment.

The introduction of a new app called Doctorlink was discussed. Rebecca explained that patients could download the app and would then go through a triage system of questions. At the end of these questions it would either signpost patient's to a different healthcare service or recommend that they see a GP, paramedic or nurse within a certain time frame. The patient could then book

directly into Doctorlink slots within our appointment book or if there were none available an email would be generated and sent to the practice and a member of the team would book them in.

It was also discussed that in the future we may also offer video consultations as we are aware that due to some people's commitments it can be very difficult to physically attend the surgery.

Rebecca did clarify that these new ways of appointment making were in no way going to limit the ability of our more elderly patients, who may not have access or knowledge of computers and mobiles, to make an appointment. They will still be able to call the practice to make an appointment and hopefully the telephone lines will be less busy.

PATIENT PARTICIPATION GROUP

Rebecca advised the PPG members that we are hoping to run a visual PPG group alongside our regular fact to face meetings. This is to enable patients of the practice who are unable to attend the scheduled PPG meetings to complete an online form with any concerns or ideas and we can discuss them at our meetings. Rebecca and Shelly will enlist Fiona's help in setting this up on our website and advertise it on our Social media page.

DIABETIC RETINAL SCREENING TALK

We had a gentleman Declan Meek who came in to give a talk about the services offered by the retinal screening team. He explained that any patient that was coded as a diabetic would be flagged straight through to them for retinal screening. Members of the PPG asked whether the clinicians gave all the information to the patient at the time of being diagnosed as a new diabetic. We assured them that they normally do but we would clarify this with them. It was discussed that maybe some older people were not attending their diabetic screening as they were unable to get to the clinics. Members of the PPG advised that there is a car service called, Swale Voluntary Service, in Central Avenue that will take patients to their appointments if needed.

ANY OTHER BUSINESS

REFERRALS

Members were concerned that patients were not fully aware of the referral system in that when a GP refers them they assume it will be done immediately. They feel that patients should be aware that the referral would go through to the medical secretaries and then is triaged by the relevant consultant at the hospital as to the urgency of the referral and future appointment given on this basis. It was agreed that the clinician would explain the referral process to the patient in the consultation.

Shelly also discussed that we have had an outside company in to help us streamline our referral process which should make the way we deal with the referrals more efficient.

TELEPHONES

It was also brought up that on several occasions patients were still being thrown out of the telephone queuing system which was very frustrating to them. We were not aware that this had been happening and therefore Shelly will contact Opus, our telephone provider, to make them aware of the situation so they can look into this.

APPOINTMENTS

Some of our members said that they really liked the 14:00 release of appointments for the following day as they always managed to get one but other members felt that the release of appointments should be staggered throughout the day. This would then lead to less congestion on the phones at 08:00am and 14:00. It was raised that when they go online quite often it says that there are no

appointments available. Rebecca explained that this was because all the online bookable appointments had been taken. Members also suggested that there should be a guide showing patients how they can book an appointment and that this guide should also be available online. We agreed that this would be a good idea and Shelly will work on a flow chart that we could give to patients and put on our website detailing the different ways in which they can make an appointment.

CAR PARK

Members discussed that the car parking wasn't adequate for the size of the practice now and is it appropriate to have a GP surgery here? They feel the practice needs to think about how patients get to the surgery (as many need to drive as they live in the villages etc) and how we can accommodate them. They would like us to address this with our CCG and Partners of the practice.

TRAINING/SIGNPOSTING

Some members feel that a bit more training may be needed for some of the Patient Coordinators. For example, a patient missed a call back from the GP and then had to wait 2 weeks before they could have another one. Rebecca explained that normally the GP's would only try once to call the patient as they are extremely busy but that we would try to put them down for a call back sooner than 2 weeks. It was also raised that when some of the members had not been able to get a GP appointment at the surgery that they had not been informed of the walk in service at the DMC at Minster or the mobile units that are at ASDA and Sainsbury's. Shelly and Rebecca will check with the Patient Coordinators that they are signposting patients to these alternative services.

The PPG members would also like a 'shopping list' of services that we offer at the surgery on our website. Rebecca has checked with Fiona who updates our website and this is on there under services and then clinics. Fiona will update the contact details on our website for patients who are seeking services for Mental Health and Counselling.

Date of next meeting

8th September 2020 – The meeting scheduled for the 02.06.20 has been cancelled due to COVI-19.