

RUSHBOTTOM LANE SURGERY

PATIENT PARTICIPATION GROUP MEETING

Minutes of Meeting

Held on 27th January 2022 (On-line meeting) Final

Present: Liz Adams Practice Manager, Rebecca Bennett Deputy Practice Manager, Cheryl Kirby (Chair), Brian Porter, Jill Reeves, John Hall, Marie Howard, Rachel Kilsby, Terry Clarke, Tina Lane

Apologies: Vicki Riley Deputy Practice Manager, June Sales

	Subject	Action by
1	<p>Welcome, introductions and apologies.</p> <p>The meeting was held virtually via Microsoft Teams as we could not meet in person due to Covid restrictions.</p> <p>As this was the first time Liz Adams and Rebecca Bennett had attended the PPG meeting in their roles as Practice Manager and Deputy Practice Manager respectively the patient group introduced themselves and identified any attributes they bring to the group.</p> <p>Apologies received from June Sales who was unable to get into the virtual meeting.</p>	
2	<p>Appointment of PPG Chair</p> <p>The position of PPG Chair is normally elected at the December PPG meeting but as the December 2021 meeting was postponed the election took place by email with Cheryl Kirby being elected to the position to serve a further year until end 2022 this will enable continuity whilst the new Practice Management Team beds in.</p>	
3	<p>General discussion led by Liz Adams</p> <p>Website – the Surgery is in the process of developing a new website which will be easier to navigate round and can be updated by the Surgery Team rather than 3rd party as at present. The new website will contain a lot more features and will be updated with more policies, information on staffing and information about appointments together with the latest guidance about infection prevention and control. Aim is to have this up and running in 6-8 weeks. CK offered PPG help to review/comment on the new website prior to launch.</p> <p>Staffing – Surgery is currently recruiting to post of Reception Manager as Karen Barton is retiring end of March. Dr Ana joined Dr Khans Practice as a Partner with effect from 1st January following on from her employment as a salaried GP for both Practices. A salaried GP for Dr Khan's Practice is being recruited and will hopefully be in place in the next 2-3 months which result in additional GP hours for Dr Khans</p>	

Practice. Recruitment to replace Dr Ana's hours on St Georges Practice is under discussion. The Surgery has benefited from locums providing additional hours across both practices as part of the Winter Pressures funding. There has been no significant changes in established GP hours.

Appointments - The Surgery is still working under the hybrid system of telephone and face to face appointments where appropriate, and is awaiting guidance from NHS England and Public Health England as to the way forward. Patients having face to face appointments must pass the screening questions which includes being asked to take a lateral flow test (LFT) if presenting with respiratory symptoms.

Telephones – the current telecoms contract is due to end during 2022 and the Surgery is currently in discussions with potential new telecoms providers with far superior systems to that currently in place. In the meantime the recorded message patients hear when phoning the surgery has been modified resulting in fewer misdirected calls and reduction in complaints about the telephone system.

Priority telephone line – the following has been put in place for patients who need quick access to the Surgery.

- End of life patients and the Palliative Care Team have a direct dial into the Surgery
- Easier access for vulnerable patients is being looked at.
- Patients phoning because of bereavement are to be given a direct dial number which bypasses reception.

Patients who inform Receptionists that they are hard of hearing and cannot manage telephone appointments will be offered face to face appointments instead.

AMG queried whether a patient with multi long term conditions should be given an appointment with a Registrar rather than a GP as they lacked the knowledge to deal with complex cases. LA responded that Registrars need to see an array of patients as part of their training, and she will discuss with GP Trainers whether there should be a restriction as what's booked in with the Registrars and bring back to the next meeting.

LA expressed that patient feedback is important to the Practice Management Team and that the new website will include a feedback email address. LA also takes feedback calls from patients or will come down to reception to see them if she is available.

AMG asked if the delay in hospital diagnosis has increased Surgery workload. LA responded that this hasn't been measured but has certainly impacted on the workload of both GPs and the Practice Secretaries who have had to chase up referrals.

LA

	<p>AMG asked whether the issue of incompatible systems for reading patients notes across the 3 merged hospital trusts had been resolved. LA knew of the issue but unaware of latest developments but is happy to put the question to CCG.</p> <p>It was agreed that a post is added to the Surgery facebook when PPG minutes are placed on the Surgery website so that an audience wider than the PPG might read them. Also in the absence of a newsletter we could include items in the PPG agenda that will be useful information for patients.</p>	LA
4	<p>Meet Your Practice Manager Meeting</p> <p>Rushbottom Lane Surgery Practice Management Team will hold a “Meet Your Practice Manager” event on zoom on 17th March. It was decided to use Zoom as it more user friendly to log into the meeting and CK agreed to host this. Zoom has a maximum capacity of 100 attendees and CK will send email invitation to PPG members including virtual members requesting RSVP and asking whether day or evening is most suitable.</p> <p>There is capacity to invite non PPG members CK/LA will discuss how to advertise the event together with the format of the meeting e.g. do participants submit questions in advance. One suggestion to advertise is for Receptionists to hand out flyers of the event.</p> <p>The meeting will encompass both services provided direct by the Surgery and those provided by PCN.</p>	<p>CK</p> <p>CK/LA</p>
5	<p>Date of next PPG meeting</p> <p>Next PPG meeting 12:30 Thursday 14th April including GP Representation</p>	

Abbreviations

AMG – A Member of the Group

PCN – Primary Care Network

HP – Health Professional