

Patient Participation Meeting Wednesday 28th September 2022 5pm

Attendance – Dr Irelewuyi, Dr Prabhu, Zoe Palmer

PPG members – BF, SS, JR, BC, MN.

OI welcomed everyone to the meeting and thanked everyone for taking the time out to attend this evening.

➤ Friends and Family

Results were discussed ZP explained that at the moment as you can see from the results that the majority of the feedback comes via MJOG which is our text messaging services. We do have paper requests in the surgery. Members had suggested should we come in to reception and hand out these leaflets in the waiting area? Agreed good idea it has worked in the past.

➤ Patient survey – overall feedback from the patient survey was average. PPG members asked about access to appointments:

Calling from 8am on a morning – discussion around hard to call 1st thing on a morning at 8am for an appointment. We have all reception staff answering calls 1st thing on a morning. We have GP Care Wakefield available to book on afternoons for same day access. GPs will also triage and ask patients to attend in PM or alternative day. Previous audits have shown that pre bookable appointments can often lead to a high DNA (did not attend rate) which is why we have most of our appointments book on the day.

Having enough appointments. – We will never have enough appointments to book as patient demand is so high. We are currently trying to recruit 2 salaried GP within the surgery. Unfortunately, we had already started this process, but one has withdrawn before her start date and the other is leaving shortly.

Services – As well as GP appointments we have Practice nurses, ANP, HCA, phlebotomist additional role – Physician associate, Pharmacist, pharmacy technicians, Mental health Nurse, FCP (first contact Practitioner). Members were not aware of these services. ZP mentioned that receptionist us the care navigation to book these patients into appointment.
Suggestion to promote these more, let patient be aware have leaflets, notice boards.

Telephone lines – Could you add a message on the telephone line about the additional services you have. Inform the patients about the care navigation and let them know they our calls might take a bit longer than normal as we are aim to improve patient access.

Website – Not everyone is able to navigate the website well. ZP to have a look at how this can be amended or changed. The website has been updated in the past few years and meets the accessibility standard.

Reception staff – **Front of house staff are vital to the practice, they are the main person you see, and speak to via telephone.**

PPG Group- Members had suggested that the current PPG was lacking representatives from different age groups. GPs agree that this is something which we try and encourage. Our list of PPG members is very diverse, but a lot of people tend not to show on the day. PPG members will try and encourage others to attend the meeting for next time.

- Patient chair – to be discussed at next meeting
- Winter newsletter – letter not finalised but ZP agreed that we can email this or send a copy via the post when the form is set up. Email addresses were provided from all PPG members
- New prescription ordering service – brief discussion about this and hoping to have this up and running soon. The idea is that from the beginning of the new year we will eliminate all paper requests. Reassured the member that the Systmone online will stay the same but the telephone number will be an additional ordering service.
- Next meeting – Wednesday 7th December – Members have asked if they could meet at 4.45 before the meeting is due to start. Agreed they are happy to use the room. Also suggested that would it be a good idea to meet more frequently than 3 months. OI suggested this would be a great idea and the room is always available should you need it. To discuss a the next meeting in December about meeting more frequently in the new year.

Actions:

Surgery:

Promote additional services, let patients be aware what can be booked and where including GP Care Wakefield.

Promote the use of the Voice connect – leaflets and advertisement should be coming through via voice connect

Email or post out newsletter when completed.

PPG members:

Encourage a more diverse age range of members to join the meeting

PPG members to meet before the meeting next time to discuss ideas/ suggestions.