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Patient Participation Group

meeting held on Wednesday 17th April 2024

Patients present: Diane Hudson (DH), Sybil Wapplington (SW), Darrell Price (DP), Claire Green (CG)

Apologies: Peter McDonald, Sonia Dilcock, Elizabeth Dodd, Kathryn Payne

Present on behalf of practice: Regan Parkes (RP) & Helen Proud (HP)

Welcome - HP thanked all patients for making time to attend tonight's meeting.

Terms of reference for PPG – This is now complete and will be sent out with the notes from tonight's meeting to all PPG members. The practice will request each PPG member to respond by return email confirming they have read and accept the terms of the ToR.

CQC Inspection

Late January the practice had contact from the Care Quality Commission (CQC) advising us that they would be performing a full inspection at the practice. This consists of numerous staff interviews either by telephone or over MS Teams, documents, policies and protocols emailed to them for review and inspection concluded by a full day on site inspection on Monday 19th February.

Although we have received a very draft report which detailed a few minor changes and areas for us to update we await the full report which will give us our rating.

Staff Update

Dr Cooke has retired from General Practice on 31st March and will be greatly missed.

Dr Stainton has now gone on her maternity leave and when she returns next year will come back as a GP Partner which the practice is excited about.

We have employed Dr Ben Milton and Dr Ayoade Adebisi to cover GP sessions across the week.

Our GP Registrars Dr James Lay and Dr Robin Hext have now completed their placements with us and we now have our new foundation 2 Doctor Dr Theo Davies here training with us until early August.

eConsults

The practice has been over recent weeks and continues to experience huge demands on our services. The partners and management are currently in talks to look at any suggested changes we could make along with communicating to patients how and when to use our service, Pharmacists and A&E appropriately. The practice is looking at one major change and moving fully later in the year to an eConsult triage service the approach would be that

not all GP's will have pre booked appointments each day and will assist our admin team with triaging the eConsult forms which will double up as training for our administrators who will be able to co-ordinate patient pathways more appropriately. The practice will allow for any patients who do not have internet or smart access

This was discussed at length and some suggestions from the group were: start as early as we can with communicating this big change with text messages and have these texts on a loop reminding patients of the date this will take effect. Another suggestion was we only go full eConsult's on 3 days a week allowing for some pre-bookable appointments or follow ups. Whatever the changes the group would like communications with patients to start as early as possible as this will be key.

Planting / Garden Project

We are planning on making the immediate grass verges outside the surgery doors looking nice and couple of GPs want to create planted areas one for flowers and one for vegetables. Does anyone have any cuttings or seeds they could give us or some wood for making planters? Group suggestion was vegetables and wooden planters unfortunately will most likely be stolen and Sybil suggested maybe simply cutting out a couple of large rounds out of the grass and plant directly into the soil.

Although most group members present don't have a great deal of 'spare' time all volunteered to help when they can. Sybil likes gardening etc and would be willing to help create these flowering areas along with helping the upkeep. Sybil also said if we have any spare book money it could be used to buy some seeds and flowering plants.

Darrel offered again about helping with our notice boards.

PPG Member items as AOB (no agenda items sent prior to meeting):

eConsult feedback – We do receive feedback however it is quite rare that patients complete the feedback via the eConsult site, if it very negative then the practice will most likely receive a phone call or a written complaint. We are averaging around 90 eConsult's submitted each week and is slowly rising as most patients who have used it and had a positive experience will usually continue to use it.

Claire mentioned a slight mix up which affected her husband about 3 months ago, we contacted him – HP will have a look into this.

Date of next meeting will be confirmed in June by email with the group members