

The Family Practice Western College Patient Participation Group

Resume of the meeting held 09/03/2020

Present:

John Plumb	
Anna Hannay	
Ann Nichols	
Jill White (Chair)	
Kathy Turner (Business Manager)	
Dr Baker (GP)	
Keith Dawes	
Penny Dobson (Minutes)	
Katherine Flint	

Apologies:

Kelly Britton	Ian Goodenough
Maisy Bennett	Nick Benson
David Shelton	Olivia Lewis

1) JW welcomed member Ann Hannay and introduced the guest speaker, Toby Lumber, Chair of Whiteladies PPG.

2) JW gave apologies as above.
The minutes of the last meeting were agreed and there were no matters arising.

3) “Why, What and How” at Whiteladies PPG

TL gave a brief history of the Whiteladies PPG, which formally started in 2011. Since taking over the chair role in 2015, TL has introduced more structure (Terms of Reference) and purpose of the group, helped by the involvement with the One Care initiative having been introduced to it by JW. His investigation into different PPGs found that their roles varied eg from organising training sessions on varying conditions for patients, to being a “marketing arm” for the practice. Whiteladies PPG are currently discussing how best to communicate with patients; a Facebook page was considered but this needs daily monitoring, something that is outside the resources of the PPG. JW interjected and mentioned that our PPG had also discussed Facebook coverage but had turned this idea down in favour of using the Family Practice website more fully. JW also said that she saw her role (as chair of the PPG) as an independent resource to help the Practice give the best service to its patients.

TL gave an outline of the Whiteladies Practice's Open Access system for appointments, in which patients can start to queue at 06:30 before the practice opens at 07:30. This enables patients to choose the doctor on duty that they wish to see. However, there has to be a cut-off point in the morning when the slots are filled. They have 12 doctors in total, with about 6 on duty at any one time. There was a discussion about the pros and cons of this system compared to the Family Practice's booking system via phone or Email; members generally preferred the FP's current system.

TL was thanked for his time. The Chairs of Whiteladies, Pembroke Road and our Practice meet regularly and will continue to do so.

4) **Encouraging Patients Patience and PPG Support**

JW said that she had a lovely letter from former members, Mr and Mrs Jarman and had sent them 2 bouquets of flowers from the PPG in appreciation of their many years of very active service. They will be missed

JW said that PPG members could play a role in "spreading the word" in support of the good work that the Practice is doing and to educate patients on how it is important to be patient at times eg when having to wait to be answered on the phone for an urgent appointment is an expectation that there will be some waiting time, especially as now the care co-ordinators are asking each caller a little more about their condition. It was noted that the telephone system is one set up centrally by EMIS, not the practice. The issue of some callers being disconnected by BT after reaching number one in the queue has been reported and is being addressed.

We also discussed the continued high number of Do Not Attends (DNAs). Last month it was 203, despite a text reminder and even including some who booked on the day! The Practice (when they have time) are ringing those who DNA to find out why and if they are ok.

JP raised the cancellation procedures, not easy for people who can't cancel on line to ring in, although it is possible to cancel of the back of the reminder text.

ACTIONS ; More information on the website about the appointment system, expectation of wait time, plus re-clarification of appointment cancellation arrangements.

5) **Operations Manager Report (read by KT)**

DNA Results

Breakdown of the DNA results for the last 3 months, undertaken by KW.

In total the amount of DNA's were 562. I have broken down into gender and type of appointment:-

309 Female

253 Male

420 were pre-bookable GP appointments

33 are Duty appointments booked on the day

30 are Treatment Room

February DNA's were 203 in total

Staff Update

Dr O Connell will be leaving us on the 26th of March; he is currently doing 4 GP sessions per week. We have a replacement GP, Dr Ben Burrows who will be taking over these sessions, starting on April 2nd

As mentioned at the last PPG meeting, Sue Sopol is stepping down as Reception Manager. Her replacement Agnieszka Gorczyca, who started with us last Monday. There will be a crossover of 4 weeks to give Agnieszka time to settle in. She has slotted in to the team very well.

Our new Care Co-ordinators; Tom who has been with us for 3 months and Rachel 5 weeks are also doing well.

6) **Coronavirus – Practice Strategy**

Dr Baker said that the Practice has spent a lot of time planning for a Coronavirus outbreak, following national guidance. It has been difficult to be very much ahead as NHS England/Public Health England who are issuing guidance on a day to day basis. The practice has a strategy Plan and document, which includes supporting day to day operations should staff be off sick. Routine care may have to be postponed.

7) PD and CE confirmed that they were up to date with the toy cleaning and will clean twice a month from March onwards. JW queried whether a good idea to have the toys available during the virus threat period.

8) **AOB** – none

9) **Date of next meetings**

Monday 22nd June 7pm – 8pm

Monday 21st September 7pm – 8pm

Monday 30th November 7pm – 8pm