

PPG MEETING Thursday 14TH March, 2024, summary minutes.

The meeting at 1830. Those present: TS, JF, (both PH); CM, CC, JM, LK, SH, PM (chair).

The chair welcomed CC a new member, other colleagues introduced themselves.

Apologies were received from: BC, FS, (PH); IM, RK.

Parkbury House Report, verbal.

TS began by informing us of two new appointments:

- a healthcare assistant starting on 25th of March;
- an admin assistant also starting on the 25th of March.

This would increase our capacity.

He continued to tell us about the new proposed arrangements for the car park. In view of the numbers of complaints received about people being falsely fined for parking another solution has been proposed, that is to install CCTV cameras in the car park, financed by the parking company. The main principle is that our car park is for patients and not for commuters nor casual shoppers.

TS went on to talk about the new arrangements for a website. He hoped that next week a new developer would be on board. He proposed to share documentation with our group for some feedback. Additionally TS will liaise with SH for his expert opinion on our new website. The chair thanked SH for his invaluable comments and input in respect of the present website.

The new website will hopefully offer a 'total triage' experience for patients so that they can more easily book appointments, those patients without access to digital technology will be able to use iPads which will be available at reception. This new framework hopefully will cut out unnecessary paperwork. At the moment there appears to be a bottleneck with E-consult, with the introduction of our new website staff will be able to manage better the inbox. He also noted that he hopes to refine the present E-consult so it becomes more user friendly with just 4 questions.

TS was asked how many receptionists there are. In response we learned there are 2 receptionists and an admin support team answering phones so generally in total there are five people responding to phone calls. In respect of this latter point patients are urged to use the callback option, colleagues said they had a positive experience of using the callback option.

Finally we were told that the practice hopes to provide an ear wax removal clinic. Currently this service is being offered by Boots the pharmacy at a cost of about £60.00, the treatment at Parkbury House would be free.

Report on Green Impact for Health

The chair had previously distributed this report, compiled by Flo Sawyer, who joined the practice in January, currently working Monday – Wednesday. Since joining she has made a significant contribution towards the practice achieving the Silver Award for Sustainability. FS had submitted a written report prior to the meeting. The chair took questions. There were several questions from SH ranging from the use of a kettle, now removed; where we propose to plant the 180 trees recently acquired through NHS Forest. Plans are afoot to start planting the trees at the Sandridge practice along the border with the neighbouring property. The chair sought suggestions as to where the surplus trees could be planted, JF had previously suggested Heartwood Forest. The final question related to the website in terms of improving the patient experience. CC asked about the cost savings associated with the Green Impact. The chair responded saying that with the raising of the profile of GI by FS, the practice had been collating information about utility costs. Additionally, BA, (PH clinical pharmacist) had identified cost savings in respect of prescribing.

NEWSLETTER

The chair mentioned that the PPG newsletter would be produced by 28th March and asked for any relevant contributions, other than standing items from ICB. A short discussion ensued about the newsletter's distribution. At the moment there are hard copies in the waiting rooms at Parkbury House, it also goes on the website. The chair asked if it might be sent electronically to patients. TS responded by saying he would look into its possibility. JF suggested that we have a QR code put up in house so that patients could scan that and have the newsletter available on their devices.

SURGERY WEBSITE

This matter had already been covered in earlier discussions.

SP update.

The chair commented that we were seeing more patience on Wednesday mornings, currently all available slots were being taken up. In early January the take up had not been so great possibly due to the Christmas break. Patients see SPs for a range of issues. He was asked what those issues were, LK asked if they were predominantly financial. Whilst there are some financial issues it doesn't dominate our appointments. CC commented that we do help patients fill in PIP applications. The chair expressed the

hope that we could extend our appointments starting at 09.00 going through to 13.00 which would enable the SPs to see 4 patients.

The S[s] also see people who are quite lonely, and they put them in contact with a variety of local organisations. It was suggested that SPs contact the local fire brigade who may be able to give some insight into those people who are living alone and might have some issues relating to their personal safety. Currently PH employs two paid SPs and the chair commented that he liaises with them.

A.O.B.

There were two items raised by SH:

1. He suggested that with the new website developer we incorporate a tracking system so that we could quantify some website access statistics in order to see which pages were being viewed relatively frequently while others might have fewer 'visits'.
2. He asked if it would be possible for the doors in the practice have names and door numbers to facilitate patient access. JF wholeheartedly agreed with the proposal.

The date of the next meeting was tentatively agreed: 20th June at PH.

The meeting finished at 19.25.