



Patient Participation Group (PPG)

Minutes 23rd July 2024 1pm

In attendance: AW, RB, MA, RS, RG, JC, MS, EH, KC, AR, DM, MG, Dr Norgate (GP Partner), Richard Langthorp (Practice manager), Carla Coulson (Deputy Practice Manger)

Venue: Downstairs Flat

Apologies: HP, SH, CL, PD,

1. Welcome

- Richard welcomed the PPG members and thanked them for their time. Everyone was asked to sign the sign in sheet on arrival.
- Due to access issues the flat was being used today. The stairs to the meeting room would be shown to anyone who wished to assess the accessibility for future meetings.

2. July 2023 Minutes

- RB advised that Terms of reference should have a version number, a date and a name of accountable person for the practice. **Action CJC**
- MS raised the seating in the waiting room needs more chairs with arms to give support when standing. **Action RL to discuss with partners.**
- RS asked that his previous request for GP working days to be publicised on the website to minimise the need of ringing to find out if a specific doctor was available that day. **Action RL/CJC to discuss with partners.**
- RS feedback that he is experiencing the same problem from July 2023 if he has one appointment in the system already, he was unable to make an additional booking on the app. Richard advised RS he has asked NHS digital for advice and awaiting a reply. **Action RL to follow up.**

3. Website Changes

- Identified that the website has been updated in the last 3 months to allow patients the opportunity to use self-care pathways before calling the practice.
- Talked through various links on the website to Pharmacist, Talking therapies, Mental health and wellbeing coaching.
- Carla explained that The Old Fire Station Surgery is beginning to work with Working for Health. The is exclusive to the practice to offer support for those in need of gaining or maintain employment who experience mental health issues. The link is on our website.
- Carla asked the PPG to have a look on the website and see if they had any suggestions of what we could also add to benefit the patients. **Action CJC, dementia, careers and McMillan support links.**

4. Appointment Changes

- Richard explained that the GPs appointment system has now moved away from total triage on the day.
- The practice now offers pre bookable appointments with each GP which are released 1 day, 2 day and 2 weeks before. These appointments are released at 8am and are available online or on the phone.
- The GPs also have face to face appointments available as first contact rather than telephone triage first. The telephone triage is also available to meet some patient's needs.
- The appointment changes were made in June and are being reviewed weekly to ensure the hybrid of face to face, telephone triage and pre booking appointments is working for both patients access and the practice.

- JC asked if we had data specific to the demand on the practice for proportion of appointments required. Carla fed back that before the appointments changed the practice carried out a survey with the reception team looking at patient requests for on the day, pre bookable, specific GP requests. This information as well as the reception teams input on what they deal with daily was all considered in the new appointment system. This is reviewed weekly, and another survey will be done in August for further review and make any reasonable adjustments.

5. Friends and Family Update

- The friends and family feedback forms and response boxes have been put up in the annexe and in the main waiting room.
- The feedback remains positive, and the number of responses is beginning to increase.
- The practice has also designed a text to be sent to patients to complete when they have left their appointments. We are hoping this will increase the number of responses.
- **Action CJC to share the last 3 months results with PPG and send monthly to the PPG.**

6. Beverley FM

- Dr Carruthers will be appearing on Beverley FM once a month to provide a recorded presentation on a specific health topic. **Action CJC to share upcoming date with PPG**

7. Building work

- Richard informed PPG that all building work has now been completed and awaiting final funding for some furniture and additional IT equipment.

8. Next PPG date

- RS advised that in the terms of reference it states PPG should meet at least twice a year. Richard apologised for the failing and asked PPG when they would like to meet again 3 or 6 months. Agreed on 6 months in early December. **Action RL /CJC to confirm date.**

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9. Future agenda items

- PPG were asked if they had any items they wished to discuss in the next meeting. One item suggested that we could have a brief update on changes within the practice regarding workforce and clinicians.
- Any other items to be emailed to Carla to add to the agenda. **Action PPG**

10. PPG questions

- Will the practice be moving to total online triage? Richard reassured the PPG this is not what the practice will be looking at doing at any point in the future.
- In the reception could we have clinical wipes and a box of masks and a lidded bin for the patients to use and wipe down as they feel necessary? This was agreed **Action CJC**
- Following the digital issues that happened 19th July is there a way to backup data on a hard copy to access? Richard explained that we are one of the only practices in the area to be granted a new independent server to allow for site back up independent from cloud-based storage. **Action Richard to investigate export options.**

Meeting closed.