

PPG Minutes, 14th December 2023

Charnwood Community Medical Group – Dr Hanlon and Partners Patient Participation Group (PPG)

- 1) **Chairman's welcome** – Mick welcomed us to the last meeting of the year, taking place 'in person' to allow us to chat over shared nibbles and beverages.
- 2) **Those present** – Mick Gregory (Chair), Helen Davison (Vice Chair) Carole Jefferson (Secretary), Bhasker Khatri, Ian Farnfield, Peter Lewis, Sandra Mould, Paul Hanlon (Business Partner and SIRO - Charnwood Community Medical Group (Practice)).

Apologies received

- 3) Anne Lockley, David Jefferson, David Meredith, Emilene Zitkus, Melissa Hadfield, Nic Cawry, Shirley Siriwardena.

4) Approval of minutes of November 16th 2023 and matters arising

a) The minutes of November 16th 2023 were approved

b) Matters arising

Access to records (to come up in Practice News).

5) Practice News

a) Appointments system

- i) The Practice is trying to make the system more polished.
- ii) A new person, Peter, has been appointed on a temporary basis to book appointments and he is succeeding in booking the vast majority of non-urgent requests well within the clinician's requested time frame.
- iii) It can be tricky fitting in appointments of extra services such as joint injections and minor ops.
- iv) there was a discussion about various aspects of booking appointments,
 - (1) selecting the right option when phoning in,
 - (2) the content of the phone messages,
 - (3) confirmation that the online request has been picked up. Text messages vary according to which option has been selected. Patients who complete online forms have a confirmation text to say that the request has been received but the text message still says that an appointment could take up to six weeks. Currently we can't change the messages. Neither would we want to offer appointments sooner and then have to cancel because of pressure on appointments brought about by using up capacity. In practice, with Peter's

work, waiting times are coming down significantly and are matching our capacity. There can be more than 100 requests on a Monday and about 60 on Friday. Our busiest day saw 110 requests

(4) Helen has had experience of ringing another Practice, who's messages are quite elegant. Paul will ring them to see if there is anything we can learn from them.

(5) There is now no rush early in the day for appointments.

(6) It seems that there is a reduction in the volume of on the day calls coming in, now that there is a method by which patients can request an appointment using the online system.

(7) Our system seems to be working efficiently 😊

b) letters from hospital – are opened and are routed without fail to the most appropriate GP for the patient concerned. Letters arrive by email, electronically, carrier pigeon (post) and are forwarded to the GP on who's caseload the patient is listed.

i) some practices outsource the processing of incoming letters to an external agency. The Practice is looking at the safety and governance of that procedure. It frees up GP time to see more patients and, where used appears to be yielding encouraging results.

c) Recruitment

i) admin staff more are being recruited as we are growing.

ii) GP recruitment

(1) Dr Odebo is relocating in the New Year. We shall be really sorry to see him leave - a smashing Doctor.

(2) Dr Vayalman is currently with us as a registrar.

(3) Our Practice has been quite successful in recruiting GPs even though practising in the UK is less attractive than a lot of other places and many staff at all levels are leaving the NHS.

iii) Pharmacist

(1) The practice is currently looking at the option of recruiting an in-house pharmacist following how successful it has been working with Ami and Bronwyn (our PCN pharmacist team).

(2) Meds requests currently take a full day to process – ½ a day with the pharmacist and ½ a day for the GP to sign off.

iv) Access to records

(1) The 5200 full patient records are still being worked on manually. If a technical solution pops up, we will switch over to that.

v) Staff sickness levels are still high, morale is good.

vi) Christmas

- (1) Friday 22nd and Friday 29th closing at 16.00 hours.
- (2) GP out of hours service runs from 16.00 – 18.30.
- (3) There was a discussion about the pressure on every aspect of the service, GPs, Ambulances, hospitals. Hospital pressures are exacerbated by resources issues, social care availability, recruitment and retention issues and strikes. Building a strong base by resourcing GP practices, it is argued, *could* result in fewer patients needing hospital treatment.

Huge thanks to Paul, for his detailed report and for answering our many questions openly and honestly!

6) **PPG plans for next year**

Revisit our Action Plan. Carrying out the audit some months ago we agreed to work on documentation and the website. These will be planned in to our programme

- 7) **Date of next meeting – February 8th 2024** at Rosebery in the meeting room and on line

Please email agenda items to Mick nearer the time

8) **And finally!**

Mick thanked all in the group for their participation and commitment over the past twelve months. We work hard to ensure that the patient voice is heard.

Thanks also to the wives and husbands and partners, children, cats and dogs who give up their time too, to allow our participation.

None of this would be possible without the support of Paul, his openness and willingness to take on board any suggestions that come forward. We are incredibly fortunate to have the massive support of our Practice.

Mick also expressed his appreciation on behalf of the group to Carole for her work as our secretary, ensuring that agendas are sent and minutes taken.

Group members thanked Mick for his hard work and leadership and asked that Paul would pass on our best wishes to Dr Odebode as he relocates his family in the new year.

The meeting finished at 18.00 and the buffet was declared open!

All the very best everyone, have a good Christmas and New Year- see you back in February

- 9) Minutes agreed and signed as correct..... (Chair) Date.....