Minutes of the PPG Meeting

Thursday 22nd February 2024 – 10a.m

Attendees: Mihaela Tataru, Kirsten Deeley, Dr. Dayo, Joanne Jones, Margaret Porter, Stephanie Clarke, Dawn Clarke, Deborah Andrews.

Apologies: David Cole, Linda Cole

**Opening**

Mihaela opened the meeting introducing herself as the New Practice Manager and by thanking every one for attending. MT started by speaking about what line of work she had come from, which was Dentistry, which she had worked in for 13 years and then decided that she would like to try the medical side of the NHS working in a doctors surgery. She then said that she is hoping to improve things within the surgery and make positive changes.

**Practice News**

MT spoke about the phones changes and how we are working a surgery. MT said that with the newer phone system she has noticed big volumes of patients queuing on the lines waiting to be answered and that the changes which were made for all staff to answer the lines first thing in the morning was making a big improvement, although there are still not enough appointments to offer.

**Doctors Appointments**

MT spoke about the doctor’s appointments advising that we ideally could do with more doctor’s appointments, but that we now have pre-bookable appointments having 7 days ahead and 3 days ahead. We also have pre-bookable apopintments for the Advanced Nurse Practitioner and Clinical Pharmacist also. KD also advised that we do have regular locums at the surgery which helps with continuity of care.

MT also advised that there are a range of appointments which can be offered at The Hub as well and Hurst Lane are an extra hub which we can also sign post patients to which they can book into.

MT spoke about appointments after 5pm at the surgery which she said as a surgery we know about, but advised that on a Wednesday and Thursday there is only 1 GP but we do have a Clinical Pharmacist brought in. Monday, Tuesday and Friday there are more appointments. Tuesdays we have a physician associate and and Wednesdays and Thursday we have a paramedic at the practice. MT explained that there are 20 sessions for patients to book into per GP per day. There are also 3 telephone slots per clinician per day and 2 for the Clinical Pharmacist per day. In total we have 33 sessions across GPs / nurses and Pharmacists.

PPG asked how many doctors the surgery have and would the surgery be getting any new GP’s to which the PPG were advised that we have 3 permanent doctors and yes, we are having a new GP who will be starting in March 2024 and they will be working 9.30am to 6.30pm called Dr. Tamsila.

PPG feel that more GPs are needed or at least another 1 full-time GP at the surgery.

**DNA**

MT spoke about the huge amount of DNA’s which we have had within the time period of November 2023 to February 2024. MT advised that this number was 700 patients who did not attend their appointment and did not cancel. PPG said that this could be due to the patients not being able to get through on the telephone to cancel their appointment. PPG member suggested that after several DNA’s could the patients be offered a telephone call instead. However DO (doctor) said that patients do have the option to have a telephone call when they book the appointment in the first instance.

MT advised that the surgery are in the process of implementing a system whereby the patients who have missed their appointments received a phone call to ask “you’ve DNA’d your appointment, is there any reason for this”?

**PPG Suggestions**

PPG said that there doesn’t seem to be enough information for patients regarding anything which is going on with the surgery. They suggested if information could be bulk uploaded to Dr. I.Q. for all patients to receive so it is quicker to receive by the patients. MT said that patients could also go onto the surgery website to which some members didn’t know we had one. MT advised that patients need to google ‘Kingshurst Medical Practice’ and it would come up. Other PPG members said that the website for the surgery doesn’t always have up-to-date information and that more information on their needs to be personalised to the practice.

PPG members asked about The Hub rota’s to which KD replied that these are done by them and not us and so we can only offer patients an appointment if they are available.

**Test Results**

PPG discussed receiving test results and the possibility of a link to go to when the results come in for those which need to be discussed with the GP. DO (doctor) said that this has been tried before but it doesn’t really work as patient also DNA these appointments, thus increasing the large number we already get.

PPG said that receptionists are giving out the results to patient. Whilst this is the case, the results are firstly reviewed by the GP who then put a message onto the results for the reception staff to give if a patient calls up for the outcome. The results are not reviewed by the reception team.

PPG suggested in this case could the reception staff say: “The GP has reviewed the results – no further action needed or the doctor has asked you to make an appointment”.

**Regeneration of Kingshurst**

MT showed the PPG the updated plans for the Regeneration of Kingshurst. This showed where the building will be and the outlay plans of the inside showing where the doctors surgery will be placed.

**Citizens Advice Bureau**

The PPG were advised that the Citizens Advice Bureau were here at the surgery on a Tuesday for patients wanting advice with various problems/issues and also they could advise on helping patients get out and about.

**Coffee Morning**

PPG were also advised that every 2 weeks on a Thursday we have a lady called Michelle come into surgery who provides Tea, Coffee and a chat for anyone who wishes to attend. She can also speak to patient about getting out and about and doing different things.

**PPG**

DA spoke about increasing appointments, however other PPG members advised that it’s not necessarily about increasing appointments which is the problem, but getting patients to not DNA and/or to cancel their appointment in a timely manner if they’re not going to attend so that these appointments can be given to another patient. PPG member suggested an idea if patients could cancel their appointment via text.

**Reception**

PPG members spoke of the reception team and that since having all staff answering the phones, they have noticed an improvement in how helpful and polite the staff are. They said that the calls are being answered much quicker and better.

MT/KD advised that there was going to be Refresher in person training for reception staff.

**Any Other Business**

MT advised that the meetings for the PPG will be on a Quarterly basis and for the members to spread the word for people to join if they would like to.

MT thanked the PPG for attending.

**Next Meeting**

May 2024