



PATIENT REFERENCE GROUP MEETING

DATE: 20 JANUARY 2023

VENUE: NEWHALL SURGERY

MINUTES

Welcome and Introductions.

Telephone System Upgrade

Julie discussed our telephone system, explaining that we have increased the number of people allowed in the queue, plus callers are also able to stay in 'waiting for handler queue' for a longer period of time, resulting in the likelihood of callers 'dropping out' being greatly reduced. Since the system update complaints have not been received and feedback is good.

Another local surgery have upgraded the system further and once feedback is obtained Newhall will either be looking at an upgrade or changing to a different supplier.

Appointments

Newhall is now able to offer an increased number of appointments due to an increased amount of GP's, more external services that patients may be signposted to such as Swadlincote hub, SUSHI and the Home Visiting Service. Due to increased demand additional Strep A appointment slots were added for emergency consultations.

Training

Further training is being undertaken by reception staff to increase their skills with triage, as agreed by the Partnership. Moving forward patients may notice a change to questions asked. Newhall is using more IT to communicate with patients to ensure timely and appropriate information. The team are also looking at better ways to communicate with those who do not have a mobile telephone.

Compliments and Complaints

Positive feedback received and discussed for our cancer care services.

Compliments and complaints from patients were discussed. We have had 51 'very good' Friends & Family compliments and 17 complaints since October. Julie explained that every complaint we receive is recorded, including those that are not raised formally and are seen as 'niggles and grumbles'.

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The majority of the complaints received were related to a) the telephone system b) appointment availability c) lack of empathy. These have been investigated; actions and training have taken place as a result.

Patients are able to provide feedback via the NHS Choices website. This has helped to increase our presence within the community, and we have been able to rise to a four and a half star rating, which much to our great delight, makes Newhall the best scoring within the area.

The Practice has introduced a 'Be Kind' letter. This letter is sent to any patients who have been inappropriate with our staff members with the aim of conveying that we are trying our very best to help all patients under difficult circumstances and that it is not acceptable to treat staff members in a threatening, abusive or upsetting manner. This letter will be sent before a zero tolerance letter which advises the patient that they may no longer be registered at the surgery due to their behaviour.

Coffee Morning

Our MacMillan Coffee Morning will take place on 29 September 2023. The Practice would like to join with other surgeries in the area and perhaps hold the coffee morning at Oaklands Care home, or somewhere similar locally. Any money raised would be donated to local charities as well as MacMillan. Members of the PRG were asked if they could possibly help with this event. Julie advised that she intended to raise this at the next Practice Managers Meeting and the next PPG Networking Meeting, which will take place on 6 February.

The next PPG Networking Meeting was also discussed. Dates are Monday 6 February and Tuesday 7 February over Microsoft Teams. Invites to these meetings and all the details to attend were emailed out to all the PPG members. (Attached again for information).

Newhall

Newhall is undergoing a change of structure currently with the introduction of new roles, additional GP Trainees and Medical Students with updated ways of working, all which is felt will benefit the patients. Further updates will be advised moving forward. A discussion around GP Trainees and their remit took place.

Primary Care Network

The local PCN have employed two Social Prescribers, who are able to deal with queries such as drinking issues, drug problems, learning difficulties, disabilities, and housing issues; a final remit has yet to be agreed. A Paramedic has also been recruited. Full details and start dates will be communicated once available.

PRG feedback: need to ensure the social prescribers are 'locally aware', regarding clubs, facilities etc as many patients are unable to travel. It was reiterated that we make information available on our Facebook page and the website for patients to access.

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Facebook and Patient Liaison

We have increased our followers and have had positive feedback on the 'Meet the Team' posts.

Julie discussed our ongoing marketing strategies. She explained that she has been to the new housing estate in Newhall and left leaflets for distribution. We need to register more patients to ensure viability for the Practice. The changing of the surgery boundaries was discussed, this was agreed as being necessary for the sustainability of the Practice.

On-line booking will be highlighted going forward to enable patients to book online instead of phoning the Surgery. This was start in March with other upgrades such as confirmation of appointment, reminder messages and did not attend texts. All upgrades are with a view to enhancing the patient experience.

Future PRG Meeting dates:

Friday 21 April 2023

Friday 21 July 2023

Friday 20 October 2023