



PATIENT REFERENCE GROUP MEETING

DATE: 21 NOVEMBER 2023

VENUE: NEWHALL SURGERY

MINUTES

Attendees: Julie.G - Practice Manager, Nelle – Operations Manager, Ruth – Management Assistant, Katie – Care Navigation Team Leader, Brian, Judy, Julie, Geoff and Chris

Welcome and Introductions

Julie introduced Nelle – Operations Manager to the meeting. Nelle gave a brief background regarding her previous roles, experience and role within the Practice.

MacMillan Coffee Morning & Flu Clinics

Ruth and Katie provided an update on the first Macmillan Coffee Morning, including monies raised. Everyone agreed this event was successful. Judy confirmed the Women's WI would like to be involved in another coffee morning should we decide to make this an annual event.

Our 'flu clinics have all been very successful again this year, Julie.G confirmed our vaccines have been pre-ordered in readiness for next year. Judy asked whether we would run walk-in clinics alongside pre-bookable appointments. Confirmed we have provided this service for short periods of time during the 2022 and 2023 season, however a full walk-in clinic is difficult to manage and to gauge how many patients would walk through the door alongside how many staff we would need on the day against available vaccines.

Long Term Condition Project

Nelle explained the upcoming Long Term Conditions Project and the Projected Outcome for the Practice and Patients. As a practice we are updating the way in which we process long term condition reviews, with a view to making the process easier to manage as a patient. The aim is to reduce the contacts/appointments required per year for annual reviews. This project includes a team of staff members from all areas within the Practice, each will be involved in advising and process mapping for their area in conjunction with others to ensure the processes will be effective across all areas of the organisation. This project is planned to commence in April 2024.

After a full disclosure, charts presented, brief discussions and questions, members of the PPG confirmed that the new process and improved interaction with the patients would be beneficial as patients often forget when their medication review is due. Julie.F asked whether the flowchart printout would be available for patients to see, Nelle confirmed this could be, but the terminology may need altering to be shared externally. Unanimously agreed as an excellent way forward.



Parkrun Practice and Walking Group

Julie.G confirmed we are now affiliated as a parkrun practice and some staff members attend Conkers park run on a Saturday morning. These events are also open to our patients. Ashley the Practice Health & Wellbeing Coach has completed Walk Leader Training and is starting a new walking group within the community.

Julie.F asked whether a Menopause Group could be started. Julie.G confirmed there is one in the local area that has been introduced recently with local Health & Wellbeing Coaches and we are hoping our patients will be able to attend. Julie G will forward further information, this will also be available via social media.

Blood Tests and Ragsdale House

Julie.G informed the group that we are currently experiencing a high demand for blood tests. The Practice has made the decision that in order to provide patient choice and to prioritise according to clinical need, we are offering the facility for patients who require a non-urgent blood test, to attend at a local hospital/clinic of their choice. The list of these clinics is available in the waiting room or online using our website or our Facebook page. All patients will need to take a blood form to the appointment which will be sent via text message for printing or available from the surgery to collect should they not have printing facilities at home. An advertisement has been placed for an HCA with recruitment in progress.

Julie.G provided an update with regards to Ragsdale. They are currently awaiting CQC 'sign off' which will ensure that we have 'winter hub' provision for our patients, this will also provide phlebotomy appointments. The hub will be available for all five surgeries in our PCN.

Boundary Update

Julie.G confirmed the practice boundary has been increased. Our patient numbers are increasing at a slow and steady rate. The boundary has been increased as patients when moving from our area have requested to remain with the Practice and an increase in our boundary has enabled this to happen. We also wish to continue to aid the sustainability of the practice and enable the Practice to offer further services for our patient demographic. New housing developments within our 'increased' catchment area will provide prospective patients with a choice of GP Practice.

Fundraising Ideas

Julie.G asked for any ideas regarding fundraising ideas for the Surgery. The PPG confirmed that previously Bingo had been successful in other areas and that the PPG had undertaken a Raffle. Julie F suggested getting in contact with the local group 'Miles for Smiles'. It was agreed that a raffle could be a good way forward. Ruth will look at undertaking this in the New Year.



Virtual group and ideas for new members

Julie.G advised the group that the Practice continues to struggle to recruit to a 'virtual' group and asked members to raise awareness of this locally. We will continue to add information to the website and through our Facebook Page.

Patient Survey Results

Positive feedback was received from our recent 'In House' Survey. The GPPS is also more positive and further feedback generally is that our new telephone system has made a remarkable difference with the increased functionality. Julie informed the group that our average telephone call wait time is less than 5 minutes. Information and results are available on our website.

Lots of good feedback received from the group, with members advising that patients had moved from other Practices. There has been improvement in the telephone system, online booking available, updates and news via Facebook page, helpful and caring staff. The introduction of online booking has freed up the telephone lines. Julie.F said she has noticed an all-round improvement with the surgery in the past 18 months which is fantastic news, other members were in agreement.

Staff Updates

Foundation Year Two Doctors joining us in December. Two Medical Students are joining the surgery tomorrow for four weeks.

New staff members: Nelle - Operations Manager, Danielle – Management Assistant, Zoe – Management Assistant and Violet - Apprentice.

Raj will be leaving the practice on 1 December.

Lynn – HCA had left in October.

AOB

Feedback received from the PPG:

- The seat in the patient toilet could do with replacing.
- TV in the waiting area had not been making a sound when name comes up.
- Radio needing to be slightly louder in the waiting room to aid confidentiality.

These items will be addressed immediately.

Meeting Date Change

Friday afternoons are no longer suitable for some members of the PPG. It was agreed the meetings would now be on a Tuesday afternoon.

NEWHALL SURGERY

Future PRG Meeting dates:

Tuesday 27 February 2pm
Tuesday 28 May 2pm
Tuesday 27 August 2pm
Tuesday 26 November 2pm

Julie thanked all members for attending and also for their help with the Friends & Family data collation and for their marshalling at the Saturday 'Flu Clinics.

Julie reminded everyone of the PPG Networking On-Line Meetings, which many members attended and found useful, she also wished everyone a great Christmas and New Year.