**PPG Meeting Minuets – Thursday 19th January 2023 – 13:00**

Attendee’s: Abid Khan (APM), Agnieszka Jaruga (Interim Deputy Senior Manager NWL), Paige Lambert (Practice Administrator/HCA), Peter Hamm (PPG Chair), Chloe Howcroft (Health Watch) & Deborah Parkin (Head of Primary Care)

30 Patients Attended

* Peter Hamm introduces himself and thanks everyone for attending
* Peter Hamm explains why we hold PPG meetings and the agenda for this meeting.
* Peter Hamm then introduces our guest speakers, Debora Parkin & Chloe Howcroft.
* Deborah Parkin started meeting with information on what she does and what the Primary Care does. CCG has gone, now PC is integrated care
* Primary Care is larger than just General Practice, all community.
* There have been many changes due COVID, things are slowly going back but somethings will not.
* All GP surgeries now operate their day to day appointments with a triaging service before booking F2F appointments.

Questions from Patients:

Patient asked for Dr IQ to be explained on how it works and how it works & why patients who are unable to use are almost forced to?

* We encourage people who can use to use it, as it will free up waiting times on the phones for people who cannot.
* If patients are unsure on how to use the app, then we encourage them to come into the surgery and ask for support from the reception team. Canberra have previously organised a Dr IQ event, with staff who can speak other languages to assist our patient whose first language isn’t English – Abid will look into maybe organising another event.

A patient asked why they can never get a F2F appointment?

* Not all medical issues/queries require a F2F appointment. Part of the triaging process is to filter out what patients do need to be seen, not all appointment need to be with a GP. If the patient specifically requests a F2F, we do try and accommodate this.

Sometimes there’s not always an option for every specific problems & why do I have to answer questions that have nothing to do with my problems?

* There is a general enquiry section which is there for all problems.
* The questions we have in place is to ensure the safety of all users, what you may think isn’t something serious, based on the answers you give it could be. With these questions being asked we know any red flag signs are not being missed & it comes back to the triaging process, so if IQ does pick up any red flag symptoms it will direct you to the correct service.

Can I submit prescription requests and consultation on behalf of other people?

* Yes, we have this feature for anyone who is a patient with our surgery.

Why when I request my repeat medications do things get missed?

* Not all medications are classed as repeat medications, whilst you may have every month due to the nature of these medications they cannot be added to your repeat medication & they require close monitoring.

Why can I not pre-book an appointment with my GP?

* We offer say day appointments as currently, like most GP practices we have only 2 GP’s, 4 out 5 days only 1 of them is working.
* Patient are more likely to forget they have an appointment and this will result in a waste of an appointment.
* Since COVID and the various other health outbreaks we have experienced a high demand for same day appointments
* We are looking to a number pre-bookable TC’s every day to see how this works
* Deborah thanked the patients for their questions and explained patient feedback is vital for making changes.
* Chloe Howcroft introduced herself and Health Watch
* Health watch are an independent champion for health services. They collect patient feedback and experiences of healthcare services both locally and nationally.
* The collect both positive and negative feedback/experiences to see what works well and what does. They provide this feedback to the health service and see if they make any changes.
* They hold monthly committee meetings. Anyone can join and they also have a newsletter which ca be signed up to with just an email. They post their findings in the newsletter

Discussion with Abid and Peter about the outcome from the Patient Survey:

* Offering appointments at specific times – We try and accommodate all request – 7/10 patients did receive call at the time they requested.
* Our Nurse access has increased; we have a nurse everyday as well as 3 HCA’s. We are trying to recruit 2 new GP’s.
* Long wait times on the phones & no numbered queuing system – A new option has been introduced that you can request a call back which will hold you place in the ques. We will speak with IT to add a numbered queuing system as requested. Some calls do take longer than others, reception cannot force someone to stop speaking or end the call because another patient is waiting.
* Clinical/Appointment decisions – Reception/admin do make any clinical decisions for appointments, these are all made by the Duty Doctor.
* Patients come to reception desk to request appointments and are turned away? – Reception cannot book appointments for the next day and if appointments for that day have finished then reception should advise patients of this and explain they would need to contact us the next morning.
* Reception’s attitude on phones and in reception, it’s hit and miss of who you get and what kind of attitude you get – We will be organising staff training on customer service
* Why do we have to wait 2 days for prescriptions? – Prescriptions have to be issues safely, this requires going to each patients notes and making sure there are no outstanding reviews or contradictions that could be unsafe for the patient. Reception cannot sign prescriptions. We advise patients to be responsible for making sure they provide with at least 5 days’ notice before their medications are due to run out so we can ensure all procedures are followed. We do not take requests over the phone as reception are not trained to know what medication is used for each condition. Please come to the surgery so we can print a list of the medication to ensure the correct one is being selected, or you can request through your pharmacy.
* Why does the surgery sometimes reject medication that has been issued by the Hospital or not issued at all? - Not all medication can be prescribed in general practice and without proper instructions from the hospital we cannot prescribe them. We don’t always receive the relevant letters from the hospital, which causes delays in medication being issued.
* Next meeting date has not been set, roughly in 12 weeks’ time, Peter Hamm will be a guest speaker
* Surgery Newsletter to be set up by Peter & Abid
* Dr IQ for patients ill be discussed to set a date.

Meeting came to an end at 14:00.

Minutes written by Paige Lambert