

## Summary Sixways Patient Participation Group Meeting

Wed 9<sup>th</sup> May 2018

### **Attendees:**

Mrs Nicola Wright                      Practice Manager

6 PPG members attended

### **Apologies:**

1 member sent apologies

Introductions by all present	
Cluster working	<ul style="list-style-type: none"><li>• Reminder that our cluster includes Seven Posts, Winchcombe, Leckhampton and Stoke Road</li><li>• Extended hours appointment now available Mon-Fri 4-8pm and Sat 8.30-12.30 across the 5 clusters sites on rotation</li><li>• Can be booked by any patient in the cluster, via their own practice. They are primarily aimed to support on the day and urgent appointments however some can be booked up to 7 days in advance</li><li>• This has been promoted on the surgery TV, and also via the website. Suggestion that some leaflets would also be good- NW to organise</li><li>• Our cluster pharmacist has now been with us 1 day per week since August, and is considered an invaluable member of our team. Her supports with complex prescribing issues, discharge summaries, deprescribing for frail patients and medication changes. He is also supporting us to improve our prescribing process, including things like repeat dispensing, where scripts can be issued to the pharmacy for up to 12 months in one go. He also assists with medication switches to move patients from high cost medications to less expensive alternatives</li><li>• We discussed the benefits of having more pharmacist time within the practice, and that this is something the practice is considering as part of the plan to expand our clinical team. There was a suggestion re a link with the Badhams pharmacy however there is concerns that us a private company there could be a conflict of interest.</li></ul>
New appointment system	<ul style="list-style-type: none"><li>• Following the external consultants review last summer, we moved to our new appointment system</li><li>• The consultants had analysed our appointment and patient data, and suggested that our GP's were seeing too high a percentage of our patients, and that we should be making more use of our clinical team (Advanced Nurse Practitioners, Practice Nurses and Health Care Assistants)</li><li>• We have acted on their recommendations and recruited accordingly (see staffing update).</li><li>• Our GP's new have 3 shorter clinics per day, instead of two long</li></ul>

	<p>clinics, and we have incorporated a valuable 10am clinical meeting each day, to allow complex cases to be reviewed</p> <ul style="list-style-type: none"> <li>• We now have significantly more Advanced Nurse Practitioner appointments to help with the minor acute appointments each day</li> <li>• These things have combined to bring down the wait time for appointments</li> <li>• We discussed that currently there is not a lot of appointments available to book online. This is partly because we have limited this to ensure that appointments are booked by reception with the most appropriate member of the clinical team however the practice is aware that this does require review</li> </ul>
New telephone system	<ul style="list-style-type: none"> <li>• We frequently have comments from patients re difficulties calling the practice during peak times</li> <li>• As our phone system was due for renewal we have taken the opportunity to upgrade to a more modern system which will have a number of additional benefits including: <ul style="list-style-type: none"> <li>○ Call queuing</li> <li>○ Call information regarding patients who have hung up before getting through, call wait times and peak call times</li> </ul> </li> <li>• The new system is being installed at the end of May, and hopefully patients will see improvements in the way they contact the practice</li> </ul>
Staffing update	<ul style="list-style-type: none"> <li>• We discussed changes to staffing</li> <li>• Lydia our ANP has settled well into role and is proving popular with the patients. We have just offered a permanent role to a second ANP, to provide us with cover 4 full days per week. We will be looking at cover for the remaining day</li> <li>• Our HCA Vicky has completed her injection training and is now able to support with B12 injections, pneumonia and flu injections. We are in the process of recruiting a second HCA to work on a Monday and Tuesday AM to ensure that we have HCA cover 5 days per week</li> <li>• We discussed that after a very successful recruitment campaign for a new GP, where we had 7 applicants, we have recruited a new GP partner who will join the practice in August. Dr Boxall was a trainee GP with us for 6 months during his second year and we are delighted to be welcoming him back as a permanent member of the team</li> <li>• Dr Ubhi is currently on maternity leave but will be joining us again in late February 2019</li> <li>• We discussed that this will mean additional locum doctors but where possible we try to limit to one or two so that patients are familiar with doctors</li> </ul>
Andoversford closure	<ul style="list-style-type: none"> <li>• Formal agreement was granted to close our Andoversford branch surgery in November last year</li> <li>• The practice is now in the process of selling the site</li> </ul>
Increase PPG size and engagement	<ul style="list-style-type: none"> <li>• Discussed that we ideally would like to increase the size of the PPG group, and the diversity, ideally younger members. Discussed ways to try and engage people, reception to target patients, signs in the waiting room and on the TV. NW to also look at promoting more on the website</li> </ul>

	<ul style="list-style-type: none"> <li>• Could partly be an issue as to when we hold the meetings, and when people are able to attend. We have tried both afternoon and early evening meetings, could look at mid-morning/lunchtime as an option for next meeting?</li> </ul>
AOB	<ul style="list-style-type: none"> <li>• Potential for group consultations for chronic conditions in the future- very positive response from PPG members</li> <li>• Feedback as to the improved look and feel of the waiting room since it has been redecorated and new seating</li> <li>• Discussion around proposed changes to the reception desk, following previous feedback from the PPG. The partners have reviewed plans and it is hoped this will go ahead in the summer. Will provide additional security for staff, and improved access and privacy for patients</li> </ul>
Next meeting	<ul style="list-style-type: none"> <li>• We agreed to continue with Wed or Thur for meetings, and late morning to maximise attendance. NW to continue to try and recruit new members, in particular some younger patients</li> <li>• Next meeting August 2018</li> </ul>