

**Carmel Medical Practice**

**Patient Participation Group**

**Date: Wednesday 20th Sept 2023**

**Present:**

**Dr Jagra - Partner**

**Sue Geldart – Practice Manager**

**Jennifer Smart – Deputy Practice manager**

**Carole Ferguson – Patient Representative**

**Richard Twomey – Patient Representative**

**Andrew Harrison – Patient Representative**

**Marie Harrison – Patient Representative**

**Jonathon Reay – Patient Representative**

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| **Item** | **Outcome** | **Action** |
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|  **Introduction and Apologies For Absence** | Mr Lee – Patient Representative (resigned)Mr Greenfield – Patient Representative (resigned)Marina Gilbert – Patient Representative (unable to attend) |  |
| **Minutes from last meeting recap** | SG recapped minutes from meeting held on 5.10.22 and all actions had been undertaken by Practice that had been discussed. SG asked if all PPG members agreed for approval. All agreed. Minutes approved. |  |
| **2023 GP Patient Survey Results****Complaints Submission 2022/23****Workforce Update****New Telephony System****GP Training Practice****Request to work with Practice PPG for staged photography** | SG discussed Patient Survey results with PPG and handout of results given to each member present. SG went through each section, discussed the findings and areas where the Practice had improved and acknowledged some areas can be improved upon further. PPG members acknowledged improvements had been made and JR commented that more positive comments are now being added to facebook by patients.SG added whole team was feeling better after feeling deflated with last year's results and Northern Echo article. The whole team has been commended for their hard work.JR suggested we explore how Whinfield achieved 100% in survey and SG will ask Practice Manager for feedback.SG shared the complaints submission with the PPG and how they are logged and that the Practice aims to record all complaints accurately.SG added she'd had an enquiry from the ICB about our complaint number suggesting we're an outlier. SG is confident we capture all complaints accurately. SG was asked how we learn from complaints.SG informed that all complaints are shared with Reception/Partners and other staff so that we learn from areas where mistakes have been made or improvements can be made. This is so we can improve our Practice and give patients the best experience possible. All complaints are discussed at our Partner's meeting.See appendix 1 for breakdown.SG updated PPG on workforce and recruitment in the surgery.* Dr Johnson left in August 2022 but was not replaced by Dr Smith in December 2022 (as previously briefed) as she decided not to join the Practice. Dr Jagra joined the Practice in July 2023 as a Partner. Dr Jagra joined the PPG meeting and introduced himself and gave his background and interests in men's health and mental health and his ambitions for the Practice and improving services. SG added Dr Jagra is joining the LMC.
* Prof Fuat retired in June 2023 and as the Practice is no longer a research practice, Research Nurse post became redundant (mutually agreed and is now in another Research position).
* As previously briefed two Nurse Practitioners left, one at the end of October 2022 and one in November 2022. We have recruited another Nurse Practitioner, who started working here in January 2023. His hours replace the full hours of the 2 NP's that left. We also have another Nurse Practitioner 2 days per week.
* Another Practice Nurse was appointed and joined our Practice in January 2023.
* Another one of our Nurses is now a non-medical prescriber and with another Nurse completing the same training and will qualify in January 2024 (this will be 3 nurse prescribers in the Practice as well as 2 Nurse Practitioners!
* A HCA is leaving on 29th September to take up a position in the community nursing team and we are actively recruiting for another HCA to join our team.
* We are now a training practice and we have a GP Registrar with the practice.
* The nursing team are also supporting training a Trainee Nursing Associate at the Practice, who will be with us for 2 years.
* We have recruited 2 new receptionists to join our team, one in February 2023 and one in June 2023. Due to our Office Manager stepping back into the reception team, we have recruited a new Office Manager, who starts on 16th October 2023.
* IT Manager is now on maternity leave.
* The Practice is at present actively recruiting a Clinical Pharmacist to join our team.

The midwife has increased her time in Practice to 2 mornings a week.Practice now also has a First Contact Physio located in the Practice for 3 days per week currently.SG advised that the Practice was exploring expansion as we are 45% of the premises size we should be for our of patient list. SG added grants are being explored as well as other avenues and she would keep PPG updated.PPG members added staffing update would be beneficial to add to website to keep all patients updated.SG informed a new telephony system has been implemented at the practice and went live on 13.9.23 and asked for feedback from PPG for the next meeting.SG described the benefits to the new system and how the old system we only had 3 incoming lines for patients to contact us but now we have unlimited incoming lines and so any staff member able to complete reception duties can dial in when system is busy and take calls, reducing the queue time. We also have a call back facility linked to the system which is yet to be switched on as SG advised we need to embed the new system first and then decide if we wish to use the call back facility. SG is gathering feedback from other surgeries as to its effectiveness. PPG members felt this would be a benefit and would await an update.SG discussed practice now being training practice with Dr Randall completing her GP training course. We have with us Dr Aneeqa Nawaz training to be a GP which helps improve the appointments that we can offer. In the nursing team, we have a trainee nursing associate completing her 2-year training program.SG discussed email received from PHD requesting if any PPG members would like to be photographed for staged medical pictures to be used in articles where appropriate and asked for their consent for email addresses to be shared if they agreed. All present agreed and SG will share email addresses with PHD. | **Powerpoint presentation to be circulated with notes of the meeting.****SG to ask for feedback and update PPG****SG to action** |
| **Items from PPG Members** | PPG asked for more communication about what is going on in the Practice and if this could be added to the website and facebook. PPG member did add that the website had improved but more could be done and more relevant information could be included on social media.SG informed website was being updated and we were looking at other providers. SG asked PPG members to give feedback and suggestions and so far we had received positive feedback on the changes that have taken place.SG also informed PPG that Practice leaflet is being updated too.PPG asked if pictures of staff could be added to website and in the Practice.SG informed this will be explored. | **SG to discuss with team pictures added to website and displayed in the waiting area.** |
| **Any Other Business** | * Flu Clinics are now bookable. SG added the majority for self-booking appointment for Saturday clinics, but patients can ring and make an appointment within normal working hours.
* Housebound patients for flu vaccinations are being completed by the Practice. PPG asked about covid vaccination and SG informed that these are not being managed by the practice.
* JS will send minutes when completed to all PPG members via email. Shelia Parkes asked in the previous PPG meeting for hers to be sent in the post.
* SG asked PPG members if they had a time and day preference for the meeting. Members happy with time but did acknowledge we may have more members if the time could be accommodated on an evening. PPG asked if a poster could go up in Reception to promote the PPG. SG asked JS to action and JS to acknowledge new members as soon as we are notified.
 | **JS to action** |
| **Date and Time of Next Meeting** | To be confirmed, PPG asked for the next meeting to be late January 2024 | JS to invite |

Appendix 1

Complaints Summary 22/23

Carried forward from previous year = 3

New complaints total = 43

Outcome:

* 18 Upheld
* 3 Partly upheld
* 23 not upheld
* 2 carried forward to the following year

Age groups:

* 0 – 19 = 4
* 20 – 59 = 19
* 60+ = 19
* Age unknown = 1

Raised by:

* Parent/Patient/Guardian = 34
* Carer = 0
* Other (relative) = 9

Staff Group:

* Admin = 14
* PN = 3
* Practitioner = 21
* Other (no staff) = 5

Subject Areas:

* Appointment Availability/length = 3
* Other = 3
* Clinical Treatment (including errors) = 12
* Communications = 13
* Refusal to prescribe = 2
* Repeat Prescription Process = 2
* Follow up care = 2
* Staff attitude/behaviours = 4
* Charging/costs = 2