

**Carmel Medical Practice**

**Patient Participation Group**

**Date: Wednesday 5th October 2022**

**Present:**

**Dr Raza - Partner**

**Sue Geldart – Practice Manager**

**Jennifer Smart – Deputy Practice manager**

**Carole Ferguson – Patient Representative**

**Richard Twomey – Patient Representative**

**David Simmons – Patient Representative**

**David Lee – Patient Representative**

**Jonathon Reay – Patient Representative**

**Shelia Parkes – Patient Representative**

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| **Item** | **Outcome** | **Action** |
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| **Apologies For Absence** | Neil Thompson – Patient RepresentativeDavid Simmons – Patient Representative |  |
| **Minutes from last meeting recap** | No actions to report on from the last meeting. All members agreed.SG updated that the screen at the front desk had now been removed as discussed at the last meeting. |  |
| **Draft PPG Terms of Reference** **Agenda****Workforce Update****Enhanced Access Update****Draft Response to automatic generic email message****Patient Survey Results** | Terms of Reference for a PPG meeting were discussed and SG distributed a draft copy taken from The Patient Association to use as a template and adapt for Carmel. Draft was also taken to the Partners to review. SG asked all PPG members to review the draft and send any comments to JS email by 19th October. These will be taken to the Partners. JS/SG will then share and sign off changes.SG suggested to PPG and that the template recommended by The Patient Association be adopted that the agenda for each meeting should be standardised. JS will send a draft agenda for the PPG to comment on.SG updated PPG on workforce recruitment happening in the surgery.* Dr Johnson left in August 2022 and has been replaced with Dr Smith who starts as a salaried GP 5th December 2022 and has offered to provide a locum session every Monday until she starts here in December. She will provide 6 sessions a week as apposed to Dr Johnson 4 sessions.
* SG informed we are still advertising for another GP in the BMJ and on the NHS jobs website.
* 2 Nurse Practitioners are leaving, Alison Wake at the end of October and Andrea Kaye at the end of November. We have recruited another Nurse Practitioner who will start work early January 2023. His hours will replace the full hours of the 2 NP's leaving.
* We have recruited 2 new nurses too, Rebecca Wiilson and Gemma Williams who have both recently joined the Practice (replacement for HL and JM) we've recruited around 15hours more than we lost.
* We have an advert out for another Receptionist replacement and have appointed one receptionist for 24hrs and will be interviewing in next few weeks for a second at 16hrs. PPG asked if this was adequate for the size of surgery and SG informed JS was completing a capacity and demand audit to review against other surgeries so we could ascertain if more recruitment was needed or put strategies in place to improve the way we work. This will be updated at the next meeting

Enhanced Access Service commenced 1.10.22 as previously discussed at the last PPG Meeting. Enhanced Access hours are now Tuesday – Thursday 7:30am – 8am. Mondays are now not included in the enhanced access due to the Bank Holidays and the hours at those times would have to be allocated to another day to make them up. As our commitment to this is 2.45 hrs per week and at present we complete 5 hrs per week, it was felt we could accommodate Tuesday to Thursday only and still fulfil our minimum contractual requirements. All appointments must be available to anyone registered with a Darlington Practice across the PCN. This is the same for all other Practices so our patients can access their slots too.PHD clinics now have extended hours for all patients too to give wider access.PPG asked if these could be access directly but SG informed not but 111 and the Ambulance Service can access them. To access these appointments patient's need to contact their own GP practice in the usual way.SG discussed a draft given to the PPG members regarding a change to the automatic email message. All agreed 1st paragraph was acceptable and JR to give feedback. When received this will be shared and updated.SG gave hand- outs to the PPG of the National Patient Survey Results and discussed the national results and the Practice's results. SG discussed the Press in July and about receiving the lowest of all Darlington practices for access to appointments which is disappointing. SG commented that the results from patients were very favourable in the that once they do access our services they are highly satisfied.JR asked for a sample size to compared to other Practices. SG to provide to JR as requested. SG discussed each slide individually and the improvements the surgery had made but acknowledged the need to make more appointments. SG informed areas to improve were to focus on access and appointments and pointed out the highlighted areas for the PPG to consider.PPG were reminded we now have pre-bookable appointments up to 12 weeks in advance and we hoped this would discourage patients ringing at 8am if the appointed they were requesting was not urgent which would improve our response time on the phones.SG asked for PPG comments. PPG commented that using the website more for communication could be improved and a better telephone system could be used.Both areas SG agreed would be looked at in the future. | **All to provide comments/feedback for the draft.****JS will review comments and draft a response to be sent after 19/10/22****All to provide feedback/comments by 19.10.22.****JS to send draft agenda for review****JS to undertake capacity and demand to assess substantive requirements.****SG to update****SG/JS to look at website access****SG to provide information to JR** |
| **Items from PPG Members** | 1.PPG member asked if they will be able to book online appointments soon at the Practice.SG informed not at present to due to IT capability and we do now offer access through the Enhanced Access Service but we hope to look to offering more in the future.PPG asked how many Partners the Practice has. SG informed 4 at present with a salaried GP in addition and AS joining as a salaried GP in December.PPG asked if magazines can be re-introduced to the Practice for patients to read. SG said yes, these were only removed during Covid. | **JS to action** |
| **Any Other Business** | * Welcome to Jonathan Reay who has joined the PPG
* Neil Thompson and David Simmons have now retired from the PPG – we thank them for all the contributions they have made.
* JS will send minutes when completed to all PPG members via email. Shelia Parkes asked for hers to be sent in the post.
* SG discussed the telephone system as it was raised as a concern and this will be reviewed in January 2023.
* SG discussed the complaints we had received over 21/22 and how they are reported:
* These are as follows:

Complaints Summary 21/22Carried forward from previous year = zeroNew complaints total = 33* 11 Upheld
* 6 Partly upheld
* 13 not upheld
* 3 carried forward to the following year

Age groups:* 0 – 19 = 2
* 20 – 59 = 17
* 60+ = 14

Raised by:* Parent/Patient = 26
* Carer = 0
* Other (relative) = 7

Staff Group:* Admin = 6
* PN = 5
* Practitioner = 21
* Other (no staff) = 1

Subject Areas:* Appointment Availability/length = 8
* Other = 4
* Clinical Treatment = 4
* Delay/failure to refer = 3
* Communications = 2
* Delays in diagnosis = 2
* Removal from list = 2
* Repeat Prescription Process = 2
* Follow up care = 1
* Hygiene = 1
* Prescription Issues = 1
* Access to records = 1
* Staff attitude/behaviours = 1
* Waiting time for appt = 1

SG discussed morale at the Practice and the issues that this causes this retention of staff a particular concern.. The Practice is conducting Discovery Interviews facilitated by an external company to help understand why the staff are feeling low morale and to address any actions we can to improve morale and therefore improve recruitment and retention. | JS to complete and send |
| **Date and Time of Next Meeting** | To be confirmed but PPG asked for the next meeting to be in the New Year. | JS to invite |