NHS logo

**Carmel Medical Practice**

**Patient Participation Group**

**Date: Weds 9th March 2022**

**Present:**

**Dr Randall - Partner**

**Sue Geldart – Practice Manager**

**Jennifer Smart – Deputy Practice Manager**

**Holly Larman – Lead Nurse**

**Carole Ferguson – Patient Representative**

**Shelia Parkes – Patient Representative**

**David Simmons – Patient Representative**

**Richard Twomey – Patient Representative**

**Kenneth Greenfield – Patient Representative**

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| **Item** | **Outcome** | **Action** |
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| **Apologies For Absence** | Neil Thompson Patient Representative and David Lee Patient Representative. |  |
| **Minutes of Last Meeting Update** | JS updated PPG on changes from the last meeting that were discussed.   1. Phone System – We are awaiting costings and availability of a call back system. We will keep the PPG informed if the surgery intends to take up this option. 2. Intercom – The volume at the front desk is now at the highest setting and we hope this resolves the hearing issues highlighted at the last meeting. 3. Seating – We have now lifted the 6 patient maximum in the surgery rule in line with the changing covid guidelines but informed the PPG that the regular cleaning of the Reception area was still in place. 4. Missed appointments – This will now be displayed on the TV that has been re-introduced in the surgery. HL informed all those that missed appointments do receive a text message to that effect if a mobile number is available and letters are sent to those that do not. 5. Meeting minutes – These are now on the website for all patients to read. 6. Website – As discussed, we are looking at upgrading our website and SG was looking into external funding for this. The upgrade will include a section on the Nurse Practitioners and what their clinical remit is for patient appointments as PPG member informed more clarity would be beneficial. 7. Training – PPG member asked if customer care training was available for staff. This is now going to be included in future PLT training session. |  |
| **Matters Arising** | None from the PPG members before the meeting. |  |
| **Agenda Items**  **Staff**  **Appointments**  **Covid Update**  **AOB**  **PPG Questions** | SG introduced herself as the New Practice Manager.  New Nurse Practitioner started on 1/2/22 – Cath Kavanagh replaced Safak Kocu who has retired.  JS discussed the appointments are now 50/50 at the surgery, an increase to the face to face appointments and that the appointment time slots have now been reduced back to 10 minute to increase availability.  SG discussed the e- consult system and that we had a colleague coming to surgery to address any issues the surgery was finding and help us to implement best practice in its use.  SG informed the PPG that the National Requirements for the NHS and mask wearing has not changed in that all staff and patients are required to wear face coverings/masks in healthcare premises. All staff at Carmel will continue to wear face masks and ask patients to do the same in line with the national guidance. This will be reviewed as the covid regulations change.  The booster covid program was also discussed with the PPG and is still continuing with PHD but the surgery will be completing the boosters for housebound patients.  JS informed the touch screen appointment booking system is now operational in Reception.  TV is now on in Reception and IT are going to update it to the Summer setting. This will include monthly updates for missed appointments and other relevant local patient information for example - Bloods needed for hospital appointments are now taken at Blacketts Surgery and the phone number, please contact them to arrange an appointment.  SG informed the telephone message has now been changed and updated and the PPG gave positive feedback regarding this change.  PPG gave positive feedback on the improvements the surgery had made with appointments and contact with the team. SG thanked them for the input and would share with staff.  1.PPG member asked about the government moving to the use of the NHS app before seeing a GP.  Dr Randall informed this was just another avenue to give access and patients more choice. SG reiterated contact by telephone would remain an option as not everyone will be comfortable using an App.  2.SG asked if a PPG member would like to chair the meeting.  All PPG members agreed it was better to stay with the Practice Manager chairing and any questions they had could be sent in advance or asked on the day.  3. PPG discussed the patient survey and whether this would be repeated.  SG discussed this was a national survey and nothing was to be repeated at present, but she did have the Access to GP appointment survey which she is happy to summarise and share at the next meeting.  4.PPG asked if the meeting could be offered at other times of day.  Whilst Practice representatives suggested some flexibility could be offered, not all Patient representatives favoured this so it was agreed current time would remain.  5. PPG member asked whether the Integrated Care System coming into force on 1/4/22 had impacted the surgery.  SG informed at present no impact had been felt but time would tell.  6. PPG asked if the nursing team were aware of the discussions at the meeting.  HL informed that she will brief them at the next nurses meeting and make sure they are aware and can be more involved if needed. |  |
| **Next Meeting** | **Wednesday 15th June 2022** |  |