

THE PATIENT PARTICIPATION GROUP
MINUTES OF THE VIRTUAL MEETING HELD VIA ZOOM ON
MONDAY 10th JULY 2023

Attendees:

Dr S Tahseen	GP		
Muhammed Waqar	Practice Manager		
Anne Fox	Patient		
Sue Osborne	Patient		
Clive Roberts	Patient		
Martha Haruna	Patient	Janet Goodchild	Notetaker

Apologies:

Clare Bowling sent her apologies prior to the meeting.

Minutes:

The minutes of the last meeting, held via zoom on 3rd April 2023 were approved as a true record.

Matters Arising: There were no matters arising.

Practice Report:

Dr Tahseen thanked everyone for attending and then asked Muhammed to give the practice report.

He reported that the practice is in a stable position and that there are no significant issues to be concerned about. We are now in a position to be able to cover most staff sickness absences without undue strain.

There will be 3 new GP Registrars starting their training with the practice on 2nd August, they will have approx. 2 weeks of induction training and will then start to see patients. This will greatly increase the capacity for appointments.

The telephone call option has been changed for test results and we are now asking patients to call in for results between 3 and 5pm. Whilst we are not refusing to take calls at other times, we are encouraging everyone to call in at the specified time. This, we hope will stop patients calling for test results at our busiest times and streamline the appointments line.

Patient Input:

Anne asked for confirmation that patients can now ask for a face-to-face appointment. Dr Tahseen confirmed that it was possible, and they will be offered whenever possible but for various reasons they are not always available. She also confirmed that pre-booked appointments are available with the Nurse or Clinical Pharmacist or with extended hours but not yet with GP's although it is hoped that they will be reinstated in due course. Dr Tahseen further explained that there are still a number of patients who do not arrive for pre booked appointments and the concern is that GP appointments will be wasted.

Clive asked how many extra GP's there will be with the addition of the new Registrars. Dr Tahseen said that 2 of them will be part-time and with the one part-timer that has already started it will be the equivalent of an extra 2½ GP's. Muhammed said that this will make a huge Improvement in the number of appointments. He said that there seemed to be much better availability on Wednesdays and Thursdays .

Martha said that she was pleased to learn that face-to-face appointments can be requested. She asked if when appointments / clinics are cancelled could an alternative be offered, thus obviating the need for the patients themselves having to call in to try to rebook. Dr Tahseen said that the most important issue is to notify the patients as quickly as possible in order to save them a wasted journey and this is most efficiently done by text. Unfortunately, this is usually at 8am when reception is at its busiest and it may not be known when the clinic can be re-run especially if the cancellation is due to sickness. However, when a replacement appointment can be made patients are contacted.

Sue had a query about ear syringing, according to the minutes of the December meeting it should be available free of charge at the surgery; however, she was aware of a patient who was told that it was not available and that they would need to book somewhere privately. Dr Tahseen confirmed that this was incorrect information but if the problem was that there was sand or other foreign object in the ear the patient should have had a GP appointment to inspect it and to make the appropriate clinical decision.

Sue also said that patients are getting mixed messages from Reception regarding blood tests and expressed concerns about staff training. The patient in question asked to book an appointment approx. 2 weeks in advance but was told that it wasn't possible and to try nearer the time. When they tried again, they were told that all the clinics were booked for 2 months ahead, and the patient would have to try elsewhere.

Both Dr Tahseen and Muhammed said that this should not have happened because clinics are only showing on the system 2 -3 weeks ahead and not 2 months, although they do get booked up very quickly. Dr Tahseen said that blood tests are an extra service that the surgery offers but if there are none available then Arndale House is a viable option.

Any Other Business:

Dr Tahseen asked if any members of the group might be able to volunteer to help at the Flu clinic which is likely to be a Saturday morning from 9am – 12 noon towards the end of September. The vaccines are due in in the middle of September, and she will confirm the date nearer the time.

Clive asked if the PPG Group could resume face to face meetings. Dr Tahseen said that we could consider this for after the flu season.

Date of Next Meeting:

Monday 9th October 2023 @ 5.30pm for the next virtual gathering via the same zoom link.

Dr Tahseen thanked everyone for taking the time and trouble to attend this meeting and the session closed at 6pm.