

THE PATIENT PARTICIPATION GROUP
MINUTES OF THE VIRTUAL MEETING HELD VIA ZOOM ON
MONDAY 9th OCTOBER 2023

Attendees:

Dr S Tahseen	GP		
Muhammed Waqar	Practice Manager		
Anne Fox	Patient		
Clare Bowling	Patient		
Clive Roberts	Patient		
		Janet Goodchild	Notetaker

Apologies:

Jan Bird & Sue Osborne sent their apologies prior to the meeting.

Minutes:

The minutes of the last meeting, held via zoom on 10th July 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 a very successful flu vaccination programme had started and more than 350 patients had been vaccinated during the morning of 30th September. Not only were patients able to book for this clinic through reception but also online and this proved to be very popular. There have also been walk-in-clinics and more online bookable appointments. He confirmed that if most of the eligible patients are vaccinated in this run up to the "Flu Season" it will give the widest possible immunity.

A new Physician Associate started last week and was able to take over from the previous post holder with no break in service to patients.

There are currently 4 female GP Registrars who are settled in and working well within the practice. One is in the 3rd month of her rotation and the other three who started in August in their 2nd month, they will be with the practice until February as rotations are normally in blocks of 6 months.

Clive joined the meeting at this point and was given a brief resume of the meeting so far.

Patient Input:

Clive expressed concern about a negative Facebook post that was circulating regarding SVP appearing in the list of the 50th worst regarding the lack of face to face appointments at the surgery.

Muhammad explained that this was from a Daily Mail report that was published about 6 months ago, and that when it was investigated it was discovered that there was a fault in the way that the data

was extracted from Systm1 and any appointments were clinic templates were copied from COVID-19 time, the appointments were recorded as telephone appointments only. Actually, more than half of those patients were seen face to face. There have been discussions above practice level and the error has been rectified by the Data Mapping Team thus any information extracted now would be more accurate. Muhammed reported that our face to face appointments are on a par with other local practices.

Clive then asked if there was any of highlighting successes as it seems that only negative comments make the media and if there might be a way of refuting these. Muhammed said he would explore the possibility of using the website to do this.

Clare referred back to the previous minutes when Dr Tahseen had stated that there were various reasons for patients not having face to face appointments and asked if she could elaborate on these reasons. Dr Tahseen and Muhammad both said that since covid many patients actually prefer to have telephone appointments and it now down to patient preference which type of appointment they have as there is sufficient capacity to accommodate both. Other reasons might be that after discussion sometimes it is more appropriate for a patient to be referred to another service rather than the GP or that an interim telephone consultation is sufficient for the patient to continue with treatment. No requests for face to face appointments are being refused.

Anne asked if it was now possible to see the same GP for continuity of treatment, Muhammad said that it is not always possible due to working patterns but any request to see a male or female GP can usually be accommodated.

Anne then asked about pre-bookable appointments, Muhammed said that the practice is very aware of the situation and this is something that is being looked at and hopefully they will become available again soon.

Clare asked what happens if a GP asks to see a patient for a follow up appointment, Dr Tahseen said that GP's are able to book these in themselves at the time if desired. She also said that if follow up appointments are needed once the results of bloods or other test results are received then staff are usually tasked to book appointments with the original GP, if the patient is happy with this, for continuity of care.

Dr Tahseen also said that as our "locum" GP's have actually been regulars at the surgery for quite some time it is generally possible to book follow ups with them as well.

Clive asked how the group can help to promote positive views and celebrate successes, Dr Tahseen emphasised that every positive comment made while talking to others can help.

Clare said that people who have actual issues should be encouraged to pursue them with the surgery to sort them out rather than just having a general moan or having a go at reception staff. She said that she would be happy to spend time in reception observing and to see if she can offer any constructive criticism as she was going to do this prior to the covid shutdown.

Anne said that she was aware that there are similar issues all over the country and that she was happy that patients are still able to ring in for appointments and not to have to email in which can disenfranchise those without modern technology.

Clare asked about the "Results Line" being available only between 3pm and 5pm each day, being aware that this is probably the quietest time for reception. Muhammad said that staff are not refusing calls that come in outside of these hours but would hope that everyone would encourage

other patients to call in this time slot whenever possible. This is because some calls can become complicated and lengthy and also ideally rather than having reception staff answer them the plan is that there will in the future be a clinician to take these calls who can give informed background information and opinions when needed.

Clare asked about the mental health worker, Vincent Charles, Muhammad said that he will be starting back at the surgery on Thursday 24th October and will have regular slots.

He also said that we are lucky to have appointed a PCN Physiotherapist to the team and he will have appointments on Thursdays for all muscular / bone issues and will see patients before any referrals to MSK (Musculoskeletal Services) for which there is an extremely long wait.

Clive asked whether phlebotomy services had resumed at the surgery, and was advised that the Nurse who had been on a lengthy period of sick leave was now better and the clinics had resumed. Dr Tahseen said that it is difficult to cover any absences in this area with other staff.

Clive wished to record his grateful thanks to all the staff at the surgery and is sorry if they sometimes get a little demoralised. Everyone reiterated his comments and were grateful for the professionalism of all concerned.

Any Other Business:

There was no other business.

Date of Next Meeting:

Monday 22nd January 2024 @ 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 6.10pm.