

Minutes

**Meeting 15th November 2023 – Location: Ainsdale Medical Centre, face to face**

1. **Attendance**

Present – Ken Lowe (Chair), Brian Kneale, Andrea De Cort, Carol Berry, Ann Rothwell, Heather Amer, Peter Lennon, Bernard Carine, Sheila Sides and Jean Washbourne.

From the surgery – Jenna Jones (Assistant Practice Manager) Chelsey Byrne (Secretary) and Jill Molloy (Receptionist)

Apologies – Len Morris, Linda MacDonald, Roger Exley, Alan Sides, Carol Berry and Lynn White.

1. **Minutes of the last (AGM) meeting (published online)**

Minutes from September 2023 meeting published.

1. **Actions arising from the AGM minutes**
2. **Q&A and actions from previous meeting**

Since the last PPG meeting in September, Sarah attended a Practice Managers meeting where the feedback from other Practice Managers was their GPA had been well received and no concerns had been noted. Mia continues to see patients for blood tests, blood pressure checks and pulse checks. These appointments are not pre-bookable on-line and patients need to be seen by the GP first. Mia has routine clinics but is also available on an urgent basis should the GP require her assistance. We continue to receive positive feedback especially in the friends and family forms which quite often mentions Mia by name.

When a patient DNA’s their appointment, the Clinician will now send a wellbeing text message to them to ensure they are ok and to request contact should they need to re-book. This is a quick process that the Clinician can action and we hope has more of an impact coming from the Clinician rather than the Admin Team.

Ken queried the timeframe of appointments as the BMA recommend appointment times should ideally be 15 minutes. Our salaried GP’s and Registrars do have 15 minute appointments, some Registrar’s have 20 minute appointments. Some Partners also alternative between 10 and 15 minute appointments and the 7 Day GP Service has 20 minute appointments.

Jean has recently attended a meeting in which it was suggested by another attendee that the Social Prescriber is not involved with AMC that much. The Social Prescriber, Vicky Abban, is heavily utilised by AMC and she has recently provided training to the Admin Team as to how to refer a patient to her as this can be done by Reception/Admin, not just the Clinicians. Vicky is quite often in the surgery to attend various meetings and receives a lot of referrals from the team.

1. **Report on what has been achieved by the group in the past twelve months**

Ken prepared a Patient Participation Group Chairs Report 2023 highlighting the background to the PPG, achievements for the year 2022-23 and proposed developments for the next 12 months.

Brian felt the report was missing the link to the practice – Ken has since modified the report (copy of the report is attached to the minutes).

1. **Appointment of members to serve on PPG – undertaken by those present stating they will continue and names given from any member giving apologies.**

All present happy to continue to serve on PPG.

Bernard is only available to attend face to face meetings. Virtual meetings are not compulsory.

1. **Notification of any group members standing down**

Alan Sides will be standing down.

1. **Practice update year to date**

GP appointments are now available to book on-line up to 4 weeks in advance. These tend to be the earlier appointments and are only pre-bookable with the salaried GP’s at the moment. This went live on 1st November. When booking an appointment, the patient will be asked to give a brief reason as they would if they phoned the surgery to book. This is so that we can check the suitability of the appointment.

Prospective Access went live on 4th October. Patients can now see results, clinic letters, consultations etc once they have been reviewed by the GP. Patients will still have to register for the NHS App for this access should they not already have it and if they want to view their records prior to 4th October 2023 then the request must be made in the usual way and the protocol followed as before. Patients will only be able to see documents and results that the practice has received – not investigations undertaken by the hospital etc.

Concerns were raised as to potential information being missed such as allergies (one member had experienced this). Jenna advised that this would need looking into.

The practice will have a new phone system as of 4th December which will be entirely cloud based and will hopefully result in less problems with phone calls. The new system will allow patients to request a call back once they have reached the top of the queue, so they do not have to wait on the line. If the patient does not pick the phone up when we call back, the call will be ended, and the patient will have to call back to re-join the queue.

Members raised the fact that some people withhold their number or are ex-directory so their number does not show – will this system still work? This will have to be looked into and clarified.

Handouts with the latest figures were handed out to the PPG members. As the last meeting was in September the figures were only for the last 2 months rather than the usual 3. The figures are already on the website. A lot more patients were seen in October compared to August – this could have been due to school holidays over the summer or the fact the weather is now a lot colder. Any patients that DNA’d their appointments were sent wellbeing texts to check they were ok by the Clinician.

Thank you to the PPG for all your help and efforts with the flu clinics and conducting the patient survey. We had a high uptake of responses (85%) of which 91% of patients voted their overall satisfaction with their experience at the surgery as excellent or good. Andrea will be attending a Sefton Healthwatch meeting and will feedback the positive results.

1. **Dates for future meetings in 2024/25:**
* March 20th 2024 at 13:30pm
* June 19th 2024 at 13:30pm
* September 18th 2024 at 13:30pm
* November 20th 2024 at 13:30pm (includes AGM)
* March 19th 2025 at 13:30pm
1. **Any other business**

Andrea was interested in information and services available for Dementia patients and/or their families and wondered if this could be promoted in some way such as radio, Northwest tonight. She felt a little feature to promote what we do and the services available would be helpful to those needing support. It is difficult to promote anything now that we do not have free papers such as The Champion or The Visitor.

Bernard mentioned that previously he would not open the link in our text message to leave feedback following an appointment as he thought internet access was required. He now realises that this is not the case and is able to complete the survey. Could this be affecting feedback from others? Family and Friends forms are also available.