

# The Station Practice

*Meeting Date 07.06.24*

## **Attendees:**

**Corinne Martin – Practice Manager**

**Judy Roots –Deputy Practice Manager**

**Ioana Gergely – QOF manager/care coordinator**

**Lorand Gergely – Reception/IT manager**

**Sarah-Louise Underdown – Senior Administrator/ complaints lead.**

**SH – PPG chair**

**JL – PPG member**

**KA – PPG member**

**NH– PPG member**

**SG – PPG member**

**TH – PPG member**

**GV – PPG member**

## **Apologies:**

## **Agenda – PPG meeting**

### **Introduction to meeting**

- **No concerns noted with last meeting minutes**
- **Newsletter still outstanding – Complete by end of June**
- **Attachments to all be converted to PDF before sending.**

***No actions***

### **Carers data**

- **Carer's data discussed.**
- **We have a carers support/social coffee morning arranged.**
- **Check with care for carers to see if there is an option to set up online meetings.**
- **Proactive checks when visiting elderly, vulnerable patients to see if more support is required regarding carers support.**

### **Actions**

- ***Update PPG group on carer's coffee morning meeting.***

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**New total triage system**

- New total triage system allows gives more appointment capacity, however hasn't yet reduced 8am rush hour on phones or desk.
- Ensures patients are seen by most appropriate clinician
- Reduced amount of DNA's
- Appts are given in priority of problem rather than first come first served basis
- Increased utilisation of physio appointments
- Triage system easier for reception staff taking calls as they no longer need to take responsibility for offering appt this triaged by a GP instead.
- Regular reviews with GP partners regarding new system and any possible changes needed.

**Actions**

- *Review triage system again at the next PPG meeting in September.*
- *Next meeting provide info – Why people are calling.*

**New call back feature on phones.**

- New option when waiting on the phone to select a call back option. This holds your place in the queue and then will call you back when you are at the front of the queue.
- Good response to this feature so far.

**No Actions**

**DNA data**

- DNA data shared with members
- Discussion around data and types of appts that receive most DNA. Mainly blood monitoring and physical mental health checks. These have to be rebooked by staff, medication limited and if still not engaging then seek GP advice.
- We have a high rate of non-responders for these types of appointments which generates a lot of extra admin.
- Text messages discussed where patients receive text message confirming appt but on attendance no appointment is booked.

**Actions**

- *Look into text message alters/appts not being found on system. ? System error? Admin error.*

**CQC visit**

- We have received confirmation of a pending CQC visit very soon.
- Practice will be given 2 weeks' notice of visit date.
- PPG chair or representative to be present on site day of the visit. As CQC like to speak with an active PPG member

- Last CQC report has been reviewed. Since last CQC visit/report we have much better progression/improvements.
- CQC portal which enables practice to upload evidence, unable to be accessed by practice. Likely we will have to submit evidence via email.

**Actions**

- *Send confirmation of CQC visit date once confirmed*

**Other business**

- Next meeting will fall in September
- Dr Ponte to attend next meeting
- PPG members to think of topics for next meeting agenda.
- Named GP discussion
- Daily mail report discussed regarding receptionist/GP ratio. Note added to our website in response to this inaccurate report.

**Actions**

- *Confirm PPG meeting date for September. Send invites.*
- *PPG members to confirm attendance of next meeting via email.*
- *PPG members to email meetings topics to Sarah Underdown at least 4 weeks before meeting.*
- *Add paragraph to newsletter, waiting room screen, website and phone queue message regarding named GP.*