

The Station Practice

Meeting Date 01.11.24

Attendees:

Corinne Martin –Practice manager

Judy Roots – Deputy Practice Manager

Ioana Gergely – QOF manager/care coordinator

Lorand Gergely – Reception/IT manager

Sarah Underdown – Senior Administrator

SH – PPG chair

GD -PPG member

NH -PPG member

KA – PPG member

Apologies:

AH -PPG member

GV PPG member

Agenda – PPG meeting

Introductions

New PPG member GD, introductions made.

Apologies AH and GV.

Last meeting minutes – Nothing to discuss.

SH – Wants to have closer communication with PM Corinne. Suggested meeting once a quarter separate to PPG meeting.

Actions

- *Quarterly meetings between SH and Corinne PM to be arranged. - Actioned*

GP partner

Noted that Dr Ponte's attendance will be once yearly.

SH (PPG chair) feels GP attendance needs to be twice yearly.

Proposal to change day for meeting to make arrangements easier as Friday is currently Dr Ponte's day off.

Meeting date to be given 2-3 months in advance, plenty of notice. Meeting to be held in private area, if possible.

SH suggested hiring a private room, but sadly this was too expensive to look into.

Actions

- *Email all PPG members – any days they are unavailable for meeting – Email sent to PPG members 06.11.24*

Review of triage

LG – Over view of triage, how this works. Patient feedback so far has been fairly positive.

Limitations to triage system with regards to capacity. Must have a cut of point to ensure safe practice.

Staff feedback positive, reduced stress and pressure. More appropriate use of appointments. More physio appts are being utilised.

Identified problem with GP asking patient to book follow up appt at the end of consult but when reach reception no availability. This is a communication problem with locums, these should be sent via task to reception if appt is needed in a specific time frame otherwise down to patient to make appt as and when available via usual methods.

Locums are constantly reminded of this task/appt protocol.

Discussion regarding online appointments and capacity.

Data from patient survey discussed regarding triage system.

Actions

- *LG – Remind locum staff again of follow up appts/task protocol.*
- *CM – Feedback to NHS England regarding nationwide survey which are very limited in terms of the response that can be given.*

ACCURX/Online services

Platform discussed. May be possible error with regards to appt reminder being sent although appt had been cancelled.

PPG members to work with staff to see patients experience of apps/online services, possibly feedback problems to providers.

Help sessions in place for patients to come in and see IG who will assist with any problems related to the online services.

PPG to report/collect issues they have with the NHS app or patient access for IG to feedback to providers.

Actions

- *IG Report possible error to Accurx.*

Repeat prescriptions

Quantity of medication discussed.

Pharmacy team currently in the process of reviewing patients appropriate for 2 monthly prescriptions and amending quantities.

Actions

- *IG to send DNA data from April to present date for review by PPG members.*

DNA data

Discussed data why phlebotomy high. Due to high risk medication monitoring. Patients not compliant with this. Policy in place for DNA of these appointments.

No actions

Next meeting/ Meeting with CM & SH

Allocate meeting to online services.

Corinne (PM) SH (PPG chair) to meet 1 month before next meeting, meeting arranged for 16.01.25 at 11.30am.

Meeting process discussed, need to be a tighter process. Meeting agenda, attendances, apologies.

Actions

- Meeting agenda to be sent out to all PPG members two weeks before meeting. Chair will create agenda and send to SU who will send to all PPG members and staff attending. – [Email sent to SH 06.11.24](#)
- PPG members to confirm attendance or absence via email to SU no later than 2 weeks before meeting. [Email sent to all PPG members 06.11.24 reminder of this will be sent with next meeting date.](#)

Capacity

Capacity issued discussed. Noted although it was felt more clinicians are needed, this is a problem due to room capacity. Concerns regarding this have been expressed to the ICB and we have sent them our room plans and building structure outlay but as of yet no response has been received. The practice tried to look into privately hiring rooms and sadly the costing was too

expensive for the practice to sustain this and needed funding from the ICB which was never supported.

GD raised the possibility of involving our MP to help deal with issues beyond the practice's ability to make improvements.

No actions

CQC visit

No further updates on when visit likely to be. We will keep PPG members updated.

No actions