

306 Medical Centre
Minutes of PPG Meeting held on Thu 14 Sept 2023

Present: Staff: Mo Dawood (MD-PM), Patricia Giddarie (PG), Dr W Rofe (MC-GP),
Patients: Tina Thorpe (TT), Khurshid Qureshi (KQ), Phillip Lipsidge (PL), Kathleen Lipsidge (KL), Alan Robertson (AR)
Online MS Teams: Richard Harwood (RH)

Apologies: Patients: Richard Cooke (RC), Kareen Isaacs (KI), , Sandra Floy (SF), Scott Ballard-Ridley (SBR), David Barlow (DB), Kwame Ocloo (KO),

	Agenda Item	Timings
1	Meet & Greet	12.15 - 12.30
2	Welcome & Introductions	12.30 – 12.35
3	<p>Minutes of the last meeting and any matters arising</p> <p>The minutes of the last meeting were agreed with minor corrections, to be uploaded on the website.</p> <p>Matters arising</p> <p>Musculoskeletal (MSK) Services and First Contact physiotherapy (FCP) MD advised discussions started off positively but had now reached a stumbling block as the Roadmap to practice requirement is a major barrier for this service. Funding was subject to this requirement though practitioner was proficient and registered with Osteopathy. However it was being explored if this could be done to provide the service. However it seem unlikely if the service will continue.</p> <p>Access and Telephony MD updated that we were installing fibre optic for broadband for telephony</p> <p>The practice had just participated in GP improvement Programme and there is a drive to use E-consult to channel patient contacts through. However the practice preferred to keep its current access pathways to provide patients a choice of options to communicate with the practice (emails, forms on website and e-consult). PPG members were also keen that choice is provided as long as this is manageable and practicable.</p> <p>Chemists Update: Lloyds in Sainsbury’s now closed.</p>	12.35 - 12.45
4	<p>National Patient Survey</p> <p>This was reviewed at the meeting and the consensus was that the practice had done well and should be satisfied with the results. This is available on the website</p> <p>For comparison with this year:</p>	12.45 – 12.50

Patient survey responses					
	2018	2019	2020	2021	2022
Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?	80%	77%	84%	81%	79%
How easy is it to use your GP practice's website to look for information or access services	78%	68%	75%	81%	68%
Were you satisfied with the appointment (or appointments) you were offered?	74%	63%	74%	85%	69%
Overall, how would you describe your experience of making an appointment?	75%	74%	77%	73%	72%
Overall, how would you describe your experience of your GP practice?	92%	87%	88%	87%	81%

<https://306medicalcentre.nhs.uk/wp-content/uploads/2023/07/Headlines-from-GP-Patient-National-Survey-July-2023.pdf>

5	<p>AOB</p> <p>Appointment capacity discussed and this data showed that the practice was making great efforts in enhancing access. Appendix 1 for details</p> <p>TT commended the telephony access as she always had a good experience.</p> <p>Out Of Area patients discussed. It was agreed that for equity any patients outside the practice area should be asked to register with a practice in their area. It was strongly felt that the use of discretion should be avoided as that would be considered discriminatory and the expectation should be to treat all patients equally.</p> <p>The new phlebotomy appointment system was raised and the challenges this created for elderly and any IT challenged patients.</p> <p>MD advised that the workload was tremendous as we were expected to implement new systems EPIC, ICE and new pathology requests service all being rolled out in Sept, a busy month in any case. The challenges in the main were short notice requests for configuration requests, adding to an already stretched workforce.</p> <p>CQC Monitoring Call completed successfully</p>	12.50 – 13.15
	<p>Date of next meeting agreed: 14 Sept 2023 at 12.30pm</p> <p>The meeting was brought to a close at 1.50pm</p>	

Proposed dates for future practice PPG Meetings 2023

Thu @12.30pm: 14 Dec

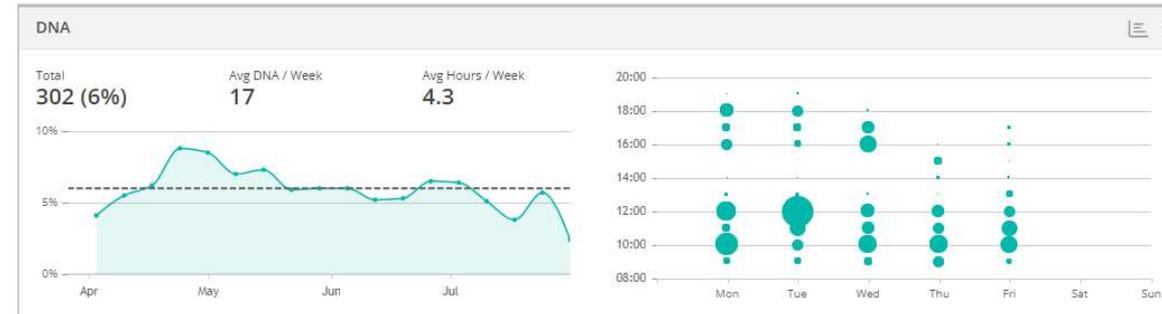
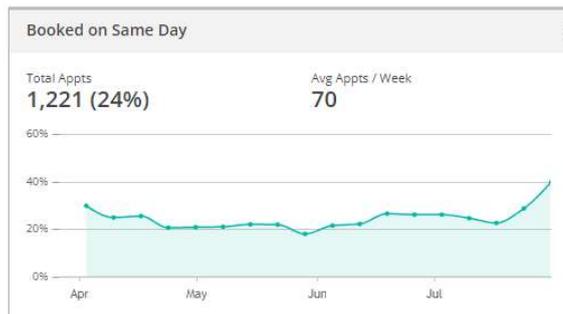
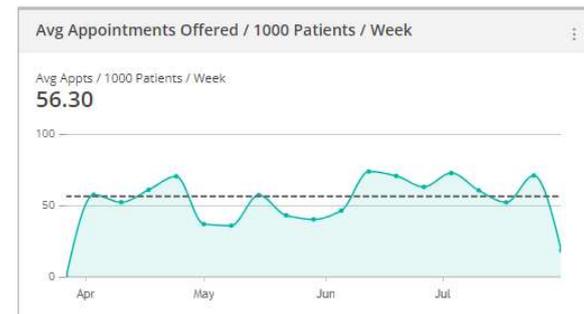
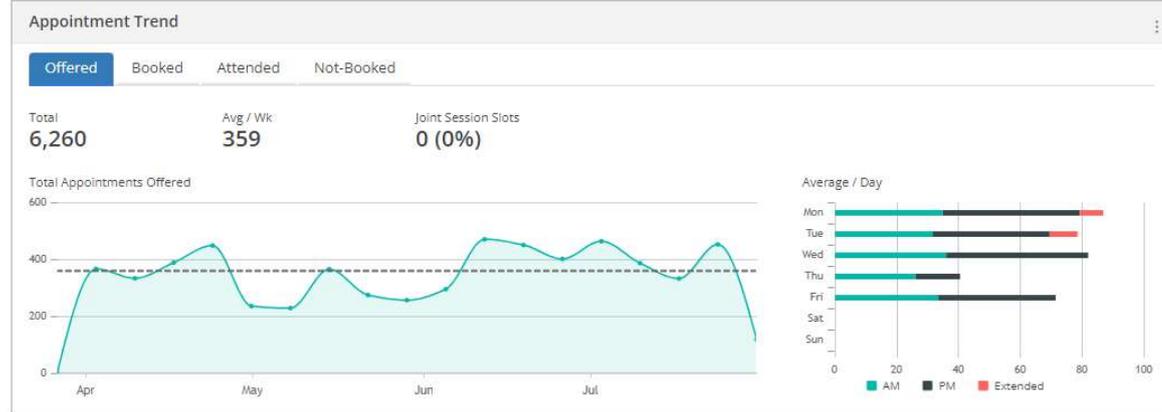
Appendix 1: Appointment Snapshot: 1 April 2023 – 31 July 2023

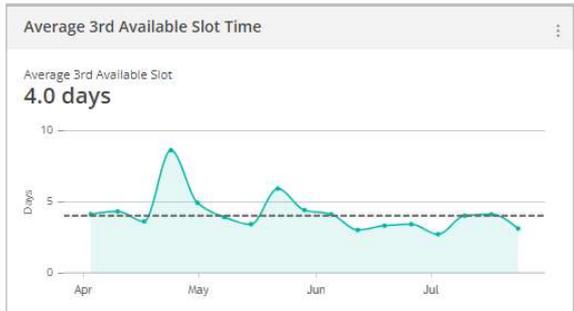
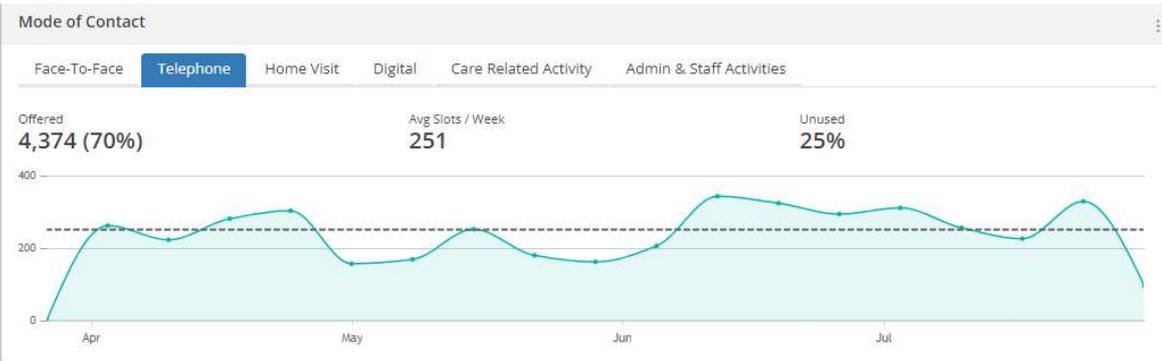
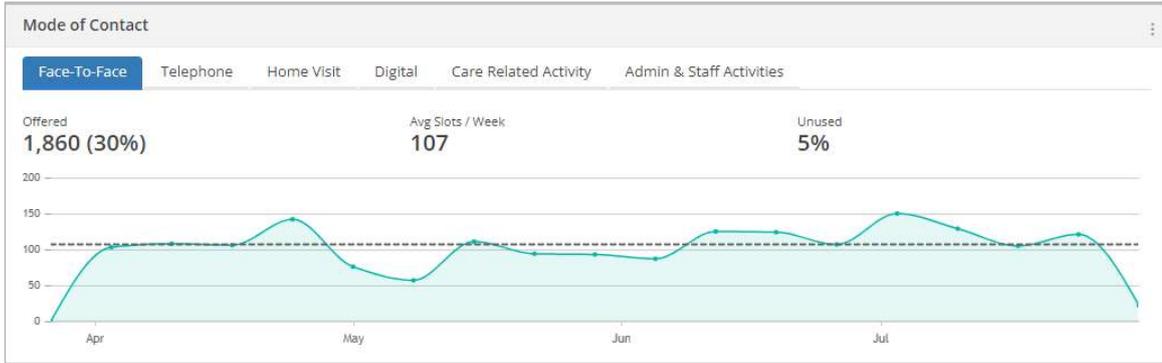
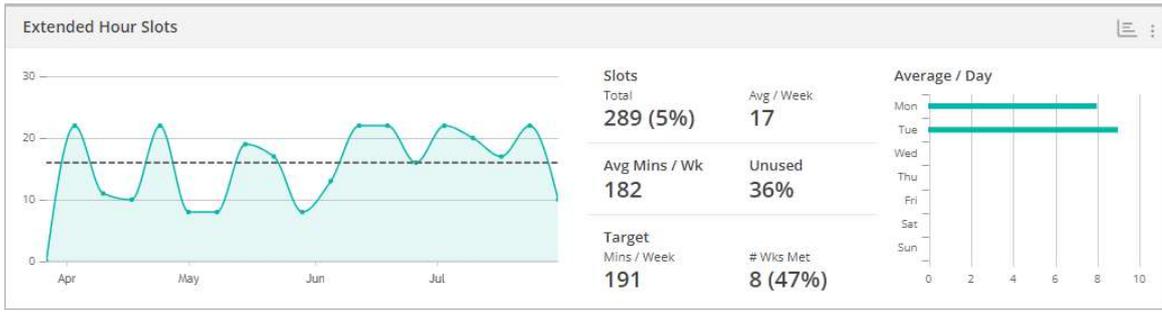
Access & Demand > Appointment Activity

Appointment Activity

Period: Custom [01-Apr-2023] to [31-Jul-2023] Service: All Activity

Offered 6,260 <small>Offered slots</small>	Booked 5,034 (80%) <small>Booked slots (% of offered)</small>	Attended 4,732 (94%) <small>Attended slots (% of booked)</small>	Not-Booked 1,226 (20%) <small>Not-Booked slots (% of offered)</small>
--	---	--	---





Appointment Snapshot: 1 April 2022 – 31 Mar 2023

Appointment Activity

Period: Custom 01-Apr-2022 to 31-Mar-2023 Service: All Activity

Offered 23,677 <small>Offered slots</small>	Booked 19,587 (83%) <small>Booked slots (% of offered)</small>	Attended 18,459 (94%) <small>Attended slots (% of booked)</small>	Not-Booked 4,090 (17%) <small>Not-Booked slots (% of offered)</small>
---	--	---	---

