

Upton Village Surgery - Patient Participation Group.

Minutes from PPG meeting - Tuesday 6th December 2022.

Attendees - Gaynor Downie, Mike Lally, Matt Davies, Bob Redhead, Heather Redhead.

1) Practice News

The practice has been experiencing winter pressures particularly with regard to paediatric Strep A infections.

A new clinical pharmacist, Sam has been recruited in addition to current p/t pharmacist, Jenny. This is a proactive within the practice funded by Additional Roles Reimbursement Scheme monies, within the Quality Outcomes Framework financial incentivises. He will start Jan. 23.

A Dietician will be available at the surgery 1 day per week for 'in house' referrals, within the PCN.

The Women's Health Clinic, (formerly run by Dr Brookes) will be reinstated from Jan. 23, one morning per week with Dr. A Milner.

New 'cloud based' telephony system called Check Cloud will be in operation from 9/12/22. This will feature a 'call back' and enhanced queuing system and is in response to patients' survey feedback.

A replacement e-consult system called 'Patches' will commence in Jan. 2023. This has resulted in significant training and IT update for Practice staff, at a cost saving of 61p per patient.

Emergency appointments will be dealt with by phone, 8 - 9.30, E-consult will be available 0930 - 1200 and 1500-1700 which will also alleviate some of phone calls. Response will be within 48hrs.

There will be a set number of online pre-bookable appointments.

In response to a central government recommendation, this project is now hoped to be completed in the New Year. The current government target date is April 2023.

2) Patient Waiting Area

Matt has accessed 'improvement grant' monies for work to begin in the New Year. Specifically new seating, redecoration, and a new automatic front door. There will also be a new 'private space' created within the existing reception area for patients who request/require greater privacy.

3) Website Update

Gaynor has agreed with Becky to liaise prior to each PPG meeting to share any new Information or feedback. With Gaynor acting as the link person, it was that PPG members could be involved in trialling new website content. It was suggested that there maybe scope for aesthetic improvement and 'traffic measurement'.

4) Survey Update

Mike informed the group that there are now 538 subscribers to the Practice Newsletter.

Actions are now in progress to address the most common complaints in the survey

- Ability to book online appointments in advance based on demand management.
- Improved telephone access
- Improved access to E-consult/online advice.

(See details in Practice News above)

It is hoped that increased dissemination by all current means (newsletter, website and social media will improve.

For example:-

78% of survey respondents did not know the PCN existed.

There are now 336 respondents interested in involvement with the PPG. We need an increase in both virtual and core members and to broaden our demographics.

5) PPG Priorities for 2023

Gaynor - What can the group offer the Surgery?

Next Meeting and AOB

Next meeting 28/3/23 3pm - 5pm. Prep meeting 7/03/23.

Action	Lead	Target Date	Status
Mike to add to the newsletter highlighting new physiotherapy role	Mike Lally	October 2022	Completed
Mike toto seek feedback for survey proposal from virtual members	Mike Lally	End September 22	Completed
Mike to draft actual survey for utilisation	Mike Lally	End September 22	Completed
Gaynor to liaise with Becky re website updates	Gaynor Downie	Early October 22	Completed
Matt to sign off Newsletter and send to Mike	Matt Davies	End September 22	Completed
Mike to draft agenda guidance for Heather & Bob	Mike Lally	End October 22	Completed
Matt to discuss PPG meeting and feedback	Matt Davies	Next PPG meeting	In progress
NAPP renewal subscription	Mike Lally		Agreed with Matt

Action	Lead	Target Date	Status
Condition of and lighting for surgery access footpath	Bob Redhead		In progress Meeting arranged with Parish Councillor 19/12/22
Re-instatement of 'Well Woman Clinic	Matt Davies	January 2023	On Schedule
Invite Dr Inchley to attend occasional PPG meeting	PPG group	Core members at next PPG meeting	Ongoing
Website Updates and next steps	Mike Lally and Gaynor Downie		12th January 2023
Update Work Programme	Mike Lally		31st January 2023
PPG recruitment	Gaynor Downie and Mike Lally	January 2023	On Schedule