**PPG MEETING 13 OCTOBER 2022**

**MINUTES**

**Present**

Helen Lippitt

Dr Staite

6 patient group members

**Apologies**

2 patient group members

**Introductions**

**Agenda**

**Previous Minutes** – items from the previous meeting were discussed

**1. Telephone Consultation Slots –** The group fed back that a time slot for telephone consultation would be helpful i.e. morning or afternoon. We thought this was in place – reminder to reception staff – HL

We are in the process of reviewing the appointment system following patient feedback. This will involve looking at the ratio of face to face and telephone appointments.

Discussion around BMA guidelines suggesting a maximum number of safe consultations per day of 25 per GP.

Difficulties regarding recruitment and retention of staff were discussed.

**2. Call wait times update** - Helen discussed that in September the average wait times were 2 minutes. A discussion was held that waiting times to get through to the surgery are longer than this at 8.30 in the morning. The length of the telephone message was discussed with members of the group asking if this could be reduced. A discussion was held as to what information people need to know when they ring. It was discussed that a software system Accurx generates a link from the receptionists to smart phones for patients to use to book appointments direct. This can help the pressure on the phone system.

\*\* suggested facilitating Wellington Road Surgery facebook page and using this to inform the public of the best times to call the surgery.

**3. Demand for GP practice/service generated by additional 1000 people moving into Hutchinson Gate over the next 5 years –** It was asked what the next stage is regarding health provision for the upcoming years and the expansion of Newport. It was mentioned that there already is a capacity rooms issue at the surgery even if more doctors were employed. It was asked who was in charge of decisions regarding the surgery and whether the ICB have any plans. The surgery is unable to close their list to new patients.

It was suggested by \*\* that there may be the possibility of a room at the Cottage Care Hospital for extra clinic space if required. \*\* is going to speak to the council to email the ICB for more clarification regarding provision of health care locally.

It was discussed that patients weren’t being referred to the Cottage Care for x-rays but still being x-rayed at SATH and this matter will be looked into by \*\*.

**4. Request for update on remote logging to PPG meetings –** this facility is now available if needed.

**5. Surgery responses and actioning of requests whilst Practice Manager is on annual leave** – It was discussed that there should be a standard response re any complaints by reception and then for Helen to deal with any follow up issues on return. We have since appointed a Deputy Practice Manager who will deputise for Practice Manager.

**5. Well man/women clinics –**NHS health checks are available for 40 to 74 year olds, medication, annual checks and chronic disease take place at the surgery.

**Any other business –**

Discussion around downgrading of Princess Royal Hospital A and E department will affect the demand on GP appointments at the surgery.

A discussion was held regarding the health professionals which work here such as the paramedics and physiotherapists. It was agreed that more information needs to be available to explain their roles to the public which could be via the surgery facebook page or website. \*\* and \*\* have volunteered to have a meeting with Helen to discuss ways to help with this.

It was suggested by several members that it may be helpful to have a team of volunteers working for the surgery possibly doing height and weight measurements to free up Health Care Assistant slots. It was discussed that these would have to vetted and the role would need to be looked into.

A matter regarding the way some receptionists handle incidents was discussed and Helen stated that a reception team leader has been appointed in order to support staff.

It was agreed that minutes will be emailed out and shared on the surgery website and that there is no need for the emails to be anonymous.

**Date of next meeting -** Thursday 12th January 2023 3pm to 4.30pm