

PPG Meeting June 2024

Attendees:

Valerie Stanislas (VS); Diane Taylor (DT); Brenda Baker (BB); Anne Wade (AW); Grace Balogun (GB); Khairounissa Asaria (KA); Gaynor Lloyd (GL) Keith Perrin(KP); John Carroll

Apologies: Ian Preskett (IP); Caroline Wulff-Cochrane;; Gobind Grover

TOPIC	INFO	COMMENTS
Matters arising from last meeting	9. Access and Same Day Access triage to PCN hub	Sudbury have not received any official information regarding the plans. We do have a site visit planned for 12/6/24 and are unclear if this will be for a related matter. We can update following the visit.
List Size		7979 – a decrease of 8 patients since the last meeting which is standard movement for the surgery. The decline in the patient list size appears to have stabilised.
Staffing changes	1 change	A new Phlebotomist called Nazifa has started and replaced Aqsa on Thursdays and Fridays. ARRS staff: Updated list attached to email.
Appointments/DNA Rates (“Did Not Attend”) and telephone appointments generally	Unreliable data	We are now using the system generated DNA reports which allows us to breakdown the missed appointment information. April 2024 GP appointments 51 Nursing/HCA appointments 76 Total DNA appointments 127 May 2024: GP appointments 32 Nursing/HCA appointments 66 Total DNA appointments 98 Action: Masooma will go back to displaying the monthly DNA rates in the waiting room board.
Complaints	1	There has been one complaint since the last meeting. The patient was unhappy his mother was not given a medical certificate and was very unhappy with the GP attitude. The complaint has now been concluded.

<p>Telephones</p>	<p>Go live 19/03/2024.</p>	<p>The new system has been implemented and the surgery has received countless positive comments from happy patients.</p> <p>The call back system is being used and saves patients having to stay on hold. The system will hold your place in the queue and call you back at your turn. It will also send you a text which will allow you to track your position.</p> <p>There was comment patients are charged for the call back facility. I did test this on an O2 phone and this was not the case but it may not be the case for other networks and must come down to personal choice.</p> <p>GL and ?? shared they had been on hold and then cut off. The X-on reports checked by DT did not show the cut off call. Afternote: the X-on support team have stated the cut off was recorded. As this has clearly happened to more than one person it requires investigation.</p> <p>Action: DT to call X-on/Surgery Connect and query the issue.</p> <p>Afternote: 10.06.24 - X-on agreed the call was received and the patient was on hold however their system check shows the call ended from the caller's end. I asked for an example of why this may happen, and he advised it can be caused by several issues including a dip in the caller's reception. X-on are happy to look into any other examples as the reason may be different for each call.</p> <p>Action: X-on require the telephone numbers and date of the call of other patients this has happened to, they will then be able to investigate the matter further.</p>
<p>Dr Raja</p>	<p>PCN Meeting</p>	<p>Dr Raja was unable to join the meeting. Unfortunately, he has not responded to Diane regarding an alternative date.</p> <p>Valerie suggested David Hunter may be a more suitable alternative to discuss the funding of ARRS.</p> <p>Action: DPT to email Dr Raja and suggest DH to attend instead. Completed 10.06.24.</p> <p>Afternote: 10.06.24 – Dr Raja has responded and stated he can have face to face meetings on Wednesday afternoons otherwise he is in clinic.</p> <p>Action: Please can you let me know some available Wednesday afternoon meeting dates convenient to you.</p>

		<p>Action: VS to contact DH and invite to a meeting. Afternote: Action paused as Dr Raja has agreed to meet.</p>
Mental Health Practitioners and other roles	Mental Health Practitioners	A mental health practitioner has started at the practice, every Tuesday working 8.00-18.30. Patients can be booked in by reception or following a GP appointment.
e-consult		Approximately 6-10 per day. We have not been notified of any upcoming changes therefore we remain using e-consult.
	Next Meeting: Thursday 3 rd October 2024 1pm	