

# Kelsall PPG Meeting

## Thursday 11 January 2024

### held at the Medical Centre, Kelsall

## Minutes

**Present :** Caroline Stein (Chair), Alan Bottomley (Vice Chair), Michele Elvin (Secretary), Claire Baker, Jen Bottomley, Julie Johnson, Alan and Ann Parsons, Fiona Bazeley, Nick Kuszniir and June Willis.

### **1. Apologies & Minutes**

There were no apologies.

Minutes from the previous meeting were approved.

### **2. Matters Arising**

It was agreed at the last meeting there should be a remote link to the meeting available for those unable to attend in person. This has been done via a link that goes out with the agenda.

Julie said she had checked the PPG website for accuracy of content.

### **3. Chair's Report**

Caroline did not have a report, other than to say her husband had needed to call the surgery to arrange an appointment, and as her mystery shopper the system and service works well.

### **4. Update on the Medical Centre**

The new Clinical Pharmacist has started. As part of her role she is doing work on the prescribing scheme that looks at cost saving drug options which can deliver the same benefits to patients. She is also checking drug safety.

The new receptionist Georgia started on January 2. She does not have GP experience but has customer service experience, good IT skills and is being trained to check dispensing prescriptions.

The Reception Manager and Dispenser posts have both been advertised and unfortunately there have been some interview no shows. It was noted this was an issue for many sectors. There is an interview for the Reception Manager next week.

The week commencing 29 January the new telephone system goes live. The new system should overcome challenges experienced in the past. It offers a call back facility and is linked to EMIS. Online training is to be provided for medical centre staff. It was requested that better holding music was made put on the new system!

A question was raised about road signs off the main road to the surgery. Unfortunately, the Transport Department at CWAC regard a medical centre as a private business, so will not provide signing. Signing for road vehicles, including ambulances, remains an issue.

There has been some media coverage about funding uplift for GP practices, which has led to a misunderstanding about staff salaries. Claire said that the current GP practice model was not sustainable longer term and would reach a crunch point soon whereby alternatives to the current model were unworkable for the private sector and would impact on continuity of service for patients. The PPG asked for more information to understand the issue and how they could help the practice make a case for change.

**Action:** Julie to send a useful article on the issue to Caroline in the first instance. The PPG to identify how best to help.

## 5. Update on Care Community (CC)/PPG Chairs

Caroline reported that she has stepped down from the CC.

No future dates for PPG Chairs meetings are known.

## 6. Wellbeing Hub Update

Humphrey has stood down as chair of the charity but remains a trustee. Alan is standing down as a trustee but will continue to act as a consultant to the trust. Lorraine will take the post of Chair and the charity is seeking new trustees.

The Hub has appointed a Youth Coordinator, Ester, who will start in February. She has previously been a Wellbeing Coordinator.

The post-natal depression sessions were not as successful as hoped. It was decided that use of the word “depression” in the title of the sessions was a contributory factor. The Hub is reliant on the medical practice to promote and recommend such programmes as they have daily contact with potential clients. The grant provider is allowing the courses to be run in early 2024 (the money should have been spent by end 2023). The Hub needs greater guidance from the practice on priorities to help target funding and activities. Youth is a key topic for the Medical Centre.

## 7. Patient Access Survey

Here are the results of the survey. The survey questions are attached.

	Very easy	Fairly easy	Not very easy	Not at all easy	Haven't Tried	Total
Q1	100	137	37	9	12	295
Q2	79	77	13	2	124	295
	Yes & Accepted	No but took appointment	No did not take appointment	Not Offered		
Q3	278	11	3	3		295
	V Good	F Good	Neither	F Poor	V Poor	
Q4	166	103	20	3	3	295
Q5	227	59	5	4	0	295

A further survey will be sent out during quarter 4.

## 8. Friends and Family

The Friends and Family survey results for December are as follows:

### December

Poor	3
V. poor	3
Neither	13
Good	25
V Good	180
Total	224

The good results from the Access Survey and Friends and Family are shared with staff.

## 9. Newsletter

The newsletter copies in the surgery need replenishing.

The email system is being updated to enable the newsletter to be circulated electronically. Approximately 4,000 patients have shared their email with the practice out of 5,500 patients.

Given some previous challenges with blind copy emails and the practice database, it was suggested that Julie might want to do a trial run with PPG members before going live.

## 10. Any Other Business

It was suggested that an on-screen post about the PPG went up on the surgery's information screens.

A PPG Checklist has been produced that scores your performance and guides you through how to improve. It awards a bronze, silver and gold status based on self-completion.

It is still not confirmed when Drs Adey and Dancy will commence their lease at the practice.

**Action:** Caroline to circulate the checklist to Michele, Alan, Jen and Fiona who volunteered to complete it.

## 11. Next Meeting

**Next meeting date: Thursday 11 April 2024 at 6.00 p.m.** The meeting after that will be 6 June and 6.00 p.m. Any apologies to the Secretary, Michele Elvin.

There was some discussion on moving the time of the meeting to earlier in the day again. Any changes will be circulated in advance of the next meeting.

There being no other business the meeting closed at 19.10 p.m.

Your feedback about your experience is important to us. All questionnaires will be anonymous; we will not know who has completed each questionnaire and you will not be able to be indirectly identified.

1. Generally, how easy is it to get through to someone at your GP practice on the phone?
  - Very easy
  - Fairly easy
  - Not very easy
  - Not at all easy
  - Haven't tried
  
2. How easy is it to use your GP practice's website to look for information or access services?
  - Very easy
  - Fairly easy
  - Not very easy
  - Not at all easy
  - Haven't tried
  
3. Were you satisfied with the appointment (or appointments) you were offered?
  - Yes and I accepted an appointment
  - No, but I still took an appointment
  - No, and I did not take an appointment
  - I was not offered an appointment

4. Overall, how would you describe your experience of making an appointment?

- Very good
- Fairly good
- Neither good or poor
- Fairly poor
- Very poor

5. Overall, how would you describe your experience of your GP practice?

- Very good
- Fairly good
- Neither good or poor
- Fairly poor
- Very poor