| **Minutes of the Patient Participation Group (PPG) Meeting held 19th May 2022** |
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| **Attendees:**  Ian Cary (IC), Tracy Hembrough (TH), Fiona Cock (FC), Joyce Lee (JL), Chris Goninan (CG), Katharine Cox (KC), Marna Blundy (MB), Emma Martin (EM)  **Apologies:**  Elisabeth Thomas (ET) |
| **Summary of decisions made:**   * PPG member vacancy to be posted to the website * Text messages to be sent to 18-40 advertising the PPG |
| **Actions:** |
| * PPG members to read proposed PPG terms of references and report back at next meeting * Management to review requirements to keep surgery closed until 8.15am * EM text age group 18-40 regarding new members for the PPG * EM to add a PPG member vacancy to the website and rolling waiting room presentation * EM to discuss Patient Access with Alison Brooks (Team Lead) * Management to feedback to the Paramedics regarding praise from the community |
| **Key points of discussion** |
| **1. Information collected on opening times at Cape Cornwall Surgery**  Due to ongoing concerns that patients can book appointments at the reception before the phone lines open, the receptionist at Cape Cornwall have been documenting any appointments booked between 8-8.15. Over the month of March there was 24 working days and 22 appointments booked by the surgery between 8-8.15am. On average 1 appointment a day. Phone calls taken over the month of March were 6442 on average  Mr Goninan felt 1 appointment was still too much and both the phone lines and the opening of the surgery door should be at the same time. Mr Goninan requested for this to happen as soon as possible. To implement this change the management need to review the requirements to do this.  **2. Pre booking policy**  IC made the group aware of the new pre booking policy. Only 4 patients can be booked in a GP’s/ANPs clinic. This is being policed by management and any clinician breaching this will then have the equivalent of the over booked patients added in extra appointments to the end of their clinics. TH explained the rationale of how important it is for the clinicians to be able to have pre booked appointments to use for patient follow ups. This policy is to endure a reasonable number of appointment slots are available each day.  **3. Feedback on the messages shared with the community following the last meeting**  Mrs Blundy highlighted the key messages to be shared with the community, and commented how well they gone down.  **4. Patient Demand**  Mrs Blundy asked if patient demand was easing. TH informed the group that demand was not getting any better in fact it is getting worse. For example, patients are now having to wait longer for routine operations and during this time it is left with General Practice to look after these patients.  Mrs Lee mentioned the waiting room at Cape Cornwall seems so much quieter and how can that be if patient demand is higher. TH explained having more telephone appointments, means less patients are in the wating room together.  **5. Staff Update**  IC informed the group regarding recent staff changes. Tracy Hembrough will be resigning as a partner from March 2023. Tracie Brettell (ANP) will be leaving in July 2022 also Aixa Cooper (PN) will be leaving in July 2022.  Alison Hanley, Practice Manager of Alverton Surgery left in March 2022.  Jordan Kirton and Mark Skeplorn have both joined Atlantic Medical Group. They are qualified Paramedics and are at present doing all the home visits and are an asset to the surgery. The PPG expressed that the community feedback was extremely good regarding the Paramedics and they are very valued.  Atlantic Medical Group are currently looking to recruit 2 Reception/Administrators. A Receptionist is planning to retire in August who will also need replacing. At present Atlantic are advertising for a Salaried GP/ANP, Practice Nurse and Reception/Administrators.  **6. Annual reviews and recall system**  Atlantic have re started the process of calling in patients for their annual reviews in 2022-2023. We are currently running one month behind due to a coding issue caused by the change computer systems. We hope to be able to catch up over the coming months.  **7. PPG terms of references**  Mrs Blundy had sourced a copy of a PPG terms of references from another GP surgery. It was decided for the members to read this and report back at the next meeting.  **8. New PPG members**  Mrs Cock expressed concerns about lack of PPG members and felt we should be trying to recruit members, in particular trying to recruit members from the younger cohort of patients is proving difficult. EM suggested texting a certain number of patients in the age range of 18-40 to see if this would attract any interest. Adding a PPG advert to the Website and rolling waiting room presentation may also be beneficial. Currently Atlantic are developing a Facebook account, this will then be used to advertise updates and job vacancies. We will add information regarding the PPG and members needed.  **9. Patient Access**  Mrs Cock mentioned that is seemed difficult and not very user friendly to use patient access. TH mentioned the NHS app which seems to be easier to use. EM will discuss patient access with Alison Brooks (Team Leader) and report back at the next meeting. |
| **Next Meeting:** Thursday 29th September 5.30pm – Cape Cornwall Surgery |