

PPG Meeting Wednesday 29th May 2024

Discussion

Review of previous meeting:

- The staff and PPG group had a recap on the last meeting, highlighting the Online Consultation Service (eConsult). As a surgery we are still encouraging patients to use eConsult more however it has been noted the positive impact it has had. A member from the PPG group mentioned that they found eConsult simple to use and was very happy with the outcome he received from the service.

Chairpersons Report:

- The PPG Chairman attended the Federation Meeting in May, however, didn't manage to gather much more information to bring to the PPG meeting as the spoke's person from the Federation was unable to attend. The next meeting for the Federation is to be held in June.

Practice Updates:

- Management informed the members of the PPG group that we have recently gained two new staff members. Sharon Traves (Practice Nurse, Prescriber and Minor Illness), Sharon has now been with the surgery since April 2024. We have also recently been joined by Yaseen Ahmed (Pharmacist) who will be working at the surgery a couple of days a week.

- The practice is in the process of organising a Type II Diabetes Awareness event the morning of Saturday 27th July 2024. All GP Partners will be there to talk about diabetes and help give a better understanding of the diagnosis and how to manage it. The surgery will also be joined by VitaMinds and Active Together who will be supporting patients with their Mental & Physical health. The event is aimed for patients with Type II Diabetes only. Management suggested for PPG members to come down and join the event to represent the PPG group and welcome any other members who may be interested.

Focus Topic:

- The focus topic in this PPG meeting is to discuss the PPG group becoming a charity. We hope that doing this will open more doors to greater opportunities. Staff are willing to raise money for the surgery by doing sponsored runs. There is also the potential to fund out surgery bus through becoming a charity.
- With this being a potential, the charity does come with responsibility we would require a trustee and a separate account and would potentially need to look at certain roles for PPG members who were interested.
- The practice are wanting to show what the PPG are raising money.
- The Chairman of the PPG Group will be taking our focus topic to the next NWL PPG meeting to gain more information.

A.O.B

- It was raised by a PPG member that unfortunately the Barlestone carpark is quite untidy. The Carpark doesn't belong to Barlestone Surgery and is public use, this is something that we will look into.

- A PPG member mentioned voluntarily they carry out chair based exercises and is willing to hold trial run sessions at the practice. The exercises are focused on patients who are bedbound due to mobility. This can be done through 1:1 session, group sessions or home sessions.
- PPG member brought forward a question from the local council meeting of how the practice is increasing the number of GPs with the rising of the population. Dr Alizadeh (GP Partner) of the surgery discussed the where the society stands with GP's. We are fortunate that the practice is GP heavy, we currently have 4 GP Partners, 4 Salaried GP's and 6 GP Registrar's. The patient services team have been trained to ensure patients are seen by the right clinician at the right time and encourage patients to use online consultation services (eConsult) for non urgent matters to free the phone lines. We as a practice have noticed a change via the online consultation services.

The average wait now for a routine appointment is around 2 weeks, initially this was 4-6 weeks.

We ensure that the online consultation service has a 48 hour turn around, if patients are stopped continuing the form due to their symptoms being more urgent then we aim to get those patients in on the same day.

The online consultation service is now open 24/7 and is checked daily, this has reduced the phone calls by 1,000 a month and we are now seeing those numbers through the online consultation service.

Emma mentioned that we have not only increased GPs, we also have Emergency Care Practitioners, Minor Illness Nurses, Physio services within the PCN and a Pharmacy

First who can deal with a variety of Minor Illness symptoms.

Next PPG Meeting: Wednesday 14th August 2024 6pm.