



**Minutes of Patient Participation Group (PPG) meetings held on
Thursday 17th October 2024 at Mile End Road Surgery and
Friday 18th October 2024 at Gurney Surgery**

<p>Present: Mile End Road/ Tuckswood Surgery Meeting</p> <p>Gurney Surgery</p>	<p>Nigel Austin Hugh Back Elisabeth Blakey Peter Colby Eileen Elkins Peter Pope Jennifer Walton</p> <p>Carole Cooper Gillian Gregory Robert Ireson Madeleine Munday Virginia Vacy-Ash Richard West</p> <p>Karen Bilby – Patient Relations & HR Lead Caitlin Clarke – Business Manager (MER & TW only)</p>	
<p>1. Welcome and Apologies</p>	<p>Apologies were received and noted.</p>	
<p>2. Minutes of Previous Meeting</p>	<p>The minutes from the MER meeting held in August were not available today, and there was no meeting held at GS.</p>	<p>Action: None</p>
<p>3. Changes to Management and Staffing Structures</p>	<p>GS Group Only: Caitlin explained that we have had two partners retire and that we have some new clinical staff starting.</p>	<p>Action: None</p>
<p>4. Confidentiality Declarations</p>	<p>During PPG meetings or associated activities, members may encounter confidential information which must not be discussed outside of the meetings. All PPG members must sign a confidentiality declaration and the Terms of Reference for the meetings. Karen will circulate these documents with the minutes and each person will need to complete, sign and return to the surgery if they haven't already. Paper copies will be available at the next meeting for those that are unable to print at home.</p>	<p>Action: Karen</p>
<p>5. Patient Information Screens</p>	<p>Patient information screens were discussed at both meetings. The Tuckswood Surgery screen has already been replaced and work is ongoing to purchase a larger screen for Mile End Road Surgery. We discussed the colour combinations that are better for visually impaired people to see, and Richard West also explained that the RNIB produce a document which explains this in more detail.</p> <p>Changes to the patient information screens are being made, and there was discussion about the validity of businesses who advertise on the screens. Caitlin explained that the businesses are vetted to ensure they are reputable before being added.</p>	<p>Action: None</p>



6. Patient Newsletter	<p>The PPG members felt that the August edition of the newsletter had been well received and was beneficial. There was discussion at both meetings about the best way to distribute the newsletter rather than only having copies available in each surgery as well as on the website.</p> <p>Some ideas from the PPG members for content were:</p> <ul style="list-style-type: none">• Pharmacy First Information – location of participating pharmacies, what conditions can be managed and age criteria• Appointment criteria: who can see what, who is the best person to deal with their question, how long can it wait• Dedicate a page to essential information that can be retained by patients• The role of health professionals, i.e., social prescribers, physiotherapists, care co-ordinators• Information from waiting room screens could be mirrored for those patients who do not come into the surgery very often• Vaccination/health check eligibility criteria• Health promotion information and prevalence of things like measles, COVID in the community• What we have been doing as a practice• Telephone call data (similar to what was shared at the meetings)• No lunchtime closures/opening hours• Promotion of NHS app and instructions• The number of patients who do not turn up for their appointments and how much it costs the surgeries• How long patients wait for an appointment from request to being seen <p>Thank you for all your suggestions, we may not be able to incorporate all of them into the next newsletter, but they have given us plenty of ideas for future editions.</p>	Action:
7. Any Other Business	<p>Caitlin shared some documents with both PPGs: one related to the call data gathered for September 2024. Of note:</p> <ul style="list-style-type: none">• There were 11,175 inbound telephone calls received• The average wait time was 2.46 minutes• Over 8,000 calls were made from the surgeries <p>Subsequent discussion around this information included the reduction of waiting times even further, with a view to reducing it to less than one minute in early 2025.</p> <p>We also discussed the call queue number which can feel quite high, for example if you call and are 18th in the queue and there is only one person answering you are aware there will be a long wait, but if you know how long the wait will be you may be more inclined to wait for an answer. Caitlin agreed to look at whether an</p>	Caitlin



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	<p>approximate wait time can be added to the messages patients hear when calling in.</p> <p>The second document contained three case studies from the Care Co-ordinator team which highlight the importance of the role they have in the surgery in supporting our patients.</p> <p>I have added both documents to the attachments to that you can read them in more detail.</p> <p>There was a query about patients who are signposted to speak to a pharmacist. If a patient remains unsure after their appointment with a pharmacist, patients can request an appointment with GP. It is always patient choice and they can request to speak to whoever they prefer. Caitlin will remind the PSC team of this.</p> <p>There was discussion about the possibility of video consultations as this was felt to be a good idea for patients who may find it difficult to get into the surgery. Subsequent discussion about patients being surveyed regarding their appetite for this and consent, patient demographics and the agreement of clinicians.</p> <p>Possibility of a WhatsApp group to be introduced to disseminate information to patients. The facility to reply would need to be disabled but as it is encrypted this is a possibility and can be explored.</p> <p>Advertising in parish/local magazines and publications: to be explored.</p> <p>Car park upgrade at MER: Caitlin explained that there is a pause on this at present due to the need for more urgent repairs to the infrastructure of the building itself, but the car park is on the list of work to be done.</p>	<p>Karen</p> <p>Caitlin</p> <p>Caitlin</p> <p>Caitlin/Laura</p> <p>Caitlin/Laura</p>
8. Date and time of next meeting	<p>The next meetings will be:</p> <p>Monday 2nd December 2024 at midday – Mile End Road Surgery</p> <p>Tuesday 3rd December 2024 at midday - Gurney Surgery</p> <p>We look forward to seeing you there.</p>	