

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING 16TH JUNE 2022**

**Attendees:**

Patients:

JB LH

JW MB

ID AF

JD CP

RA

Staff:

Dr A Arnott -GP Partner

Mohammed Sabry -Business Manager

Eunice Amedee -Operations Manager

Peter Trinh -IT Officer

Tracy Halm -Medical Secretary

Dr Katherine Leung -Registrar

**Welcoming of Members**

Dr AA welcomed the members.

Introductions

Each member introduced themselves and shared with the team what they missed about GTS and like about SWHC.

They missed:

1. The name (Globe Town Surgery)
2. Service was good before Covid and have not been able to have an appointment in 2 years.

They Like:

1. The building
2. Good experience sharing your views whenever necessary
3. Talk about services
4. Finding it a bit easier now.

Issues Raised

* Collectively members raised the issue of not being able to get an appointment and the time they are expected to call (8.00am) not practicable for lots of people. Also likened it to a lottery.
* One member recalled his frustrations in his last appointment with the GP and included there is poor communication. He gave an instance of when he was asked by reception staff results for his sons test will be ready in 2 weeks but that was not the timeline. Patients are being listened to and management is having regular meetings to discuss and listen to patients on how comfortable the system is in using it.
* Need parking and accessibility for wheelchair users

Response:

MS informed members of new appointment system on pilot basis and being monitored alongside our new telephone system. He shared the data from the phone system within the last month of

* Average waiting time being 7min 33sec.
* Out of 5785 calls 4771 were answered.

Information will be put on our website with our progress.

Also patients will be able to book smear test online under the pilot programme.

There has been a number of appointment DNA’s causing wastage and is still being monitored.

Another information relayed to the team was that post Covid has seen patients at home who did not want to come in and have accumulated a lot of requests/issues. Suddenly everyone wants to be seen. We are being supported by locum currently and in the process of interviewing prospective staff to support.

We first provided telephone service, reviewed because patients wanted face to face appointments and we are now piloting that. As regulations change we are opening up more and more.

Dr AA also added that face to face is a more efficient way of attending to patient, unlike telephone consultation and e-consultations where one will sometimes have to book another appointment to bring patient’s back in to examine.

On the issue of car parking and accessibility for wheelchair users MS explained we are in the process of securing it. At the moment there is disabled car parking facility and access for wheelchair users but no signage for the slopes which needs to be provided by the Council. He has been in communication with the Council for 6 months.

Suggestions:

* Suggestions of improvement of booking system and not use Covid as an excuse anymore.
* Better communication of services.
* Wants a waiting area that is colourful and paediatric friendly
* Should have at least 3 appointments for emergencies.
* A sign to direct wheelchair users where to take the slopes.
* CP mentioned the NHS is underfunded and having a Negative press. She would like to go on a political march for funding of GP’s for enough doctors for the size of registered patients.

Services

* MS explained we will be getting GP’s with specialized options but not for Clinics like Ophthalmology.
* Turning into a hub soon.
* Looking to opening multiple services in the near future
* Book Online
* The hub (patients will book themselves-staff trained to assist online access)
* Have extra GP sessions. Hoping to have 6.
* To recruit a pharmacist to help in prescribing.

Appreciation

* Some members appreciated what everyone is doing and attributed it to the general stress. Moreover they agreed that the receptionists have a limit to what they can do and cannot guarantee a call back from doctors.
* MS expressed his appreciation with the turn up and feedback from members. Advised we let PPG be a platform for suggestions on how to move forward.

Action Points/Matters Arising

* JD will team up with CP for a campaign and write a letter to the Council regarding signage for wheelchair users.
* In our next meeting we will be reviewing patient’s feedback on what they think the surgery should be doing.

**Meeting ended at 3.05pm**