

Working together effectively to enhance the health and wellbeing of our communities

MINUTES

PPG meeting

Meeting Date:	22 nd November 2023	Meeting Time:	1900
Attendees:	PPG members plus Liz Richards PM. Dr Sarah Dowling, Dr Mark Bevis, Dr Ketan Bhatt, Dr Nina Ghai, Stacey Bavington DPM, Danielle Turney PM		
Apologies:	Dr Elfrieda Power, Dr Ruth Williams		

	ITEM	ISSUE / STATUS / ACTION REQUIRED	Responsible	Due
1.	Introductions and Welcome	Liz Richards (LR) welcomed everyone. LR thanked everyone for attending.		
2.	Apologies	Dr Elfrieda Power, Dr Ruth Williams		
3.	CQC inspection	The Care Quality Commission inspected the surgery at the beginning of November. The inspection involves interviews with staff, inspecting the premises with regards to governance, infection control, patient safety amongst other things. Patients also had the chance to give feedback. Overall, it went well, we will get the official report in mid-December. We will get a rating on the following areas: Safe, Caring, Responsive, Effective and Well led. The ratings are: Inadequate, requires improvement, good and outstanding. We then get an overall rating		
4.	Veteran Friendly practice	We have become a veteran friendly practice. This means that new patients are asked via the registration form if they have served in the UK armed forces. We make a note of this on their record. It enables us to refer patients if necessary to dedicated veteran services- phone lines, mental health services, transition services, complex treatment services. We know we must have a number of existing patients that have served in the UK armed forces that is not recorded on their medical record so we would really encourage patients to let us know if they have served in the UK armed forces.		
5.	Total triage	We launched our total triage system on 30/10/23 where patients are requested to complete an e consultation or if they cannot they access us in the same way and a receptionist completes a shortened version called an e lite. These are then triaged by a GP and an appropriate appointment decided upon. The patient is then either called or sent a self book link to book their appointment.		

Quality, Helpful and Empathetic Attitude, Making it easier, Communication

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		<p>We have been working really closely with eConsult which is the software platform. We have suggested lots of improvements- to list a few. Option to book a routine follow up or nurse appointment Option to attach a document</p> <p>We have mixed feedback so far which we would expect with a new system.</p> <p>We acknowledge that the form is long and asks what appears to be irrelevant questions- this is for patient safety.</p> <p>the descriptions on eConsult don't match what the patient is experiencing.</p> <p>as receptionists are completing elites on the phone, phone calls are taking longer.</p> <p>We have not managed to get back to everyone in the time frame suggested</p> <p>We do still reach capacity at times but this is less than before.</p> <p>There was lots of discussion amongst the group about the eConsult system- not fit for purpose and concern regarding the elderly were the main points. The Partners answered the points and explained the system in greater detail, we acknowledged there are teething problems that have been fed back to eConsult- we do not know if they can be easily addressed. We as a team are working on our side to rectify some of the issues.</p>		
6.	AOB	Dr Caroline Cox has left the surgery to take up a new post as a GP team manager at HUC- we wish her all the best with her new role.		
7.	Date / time of next meeting	January 2024- date tbc.		