

Wellfield Health Centre

Patient Participation Group Meeting (PPG)

01.05.24

Present:	Alison Flannery (Practice Manager) – AF Jennifer Collins (Assistant Practice Manager) – JC 7 x PPG Members	
Agenda Item	Discussion	Action
Introductions	PPG member re-introduced themselves refresh ourselves.	
Review and agree previous minutes.	NHS App PPG member advised it was confusing when receiving a Patch's message regarding NHS because they are two different things, and she is struggling to locate Patch's.	Alison / Jenny to help direct PPG member to this after the meeting.
Upgrade to Telephone System	All practices now must ensure they have a cloud-based telephony system. The practice has this but is only lacking a 'call-back' feature which we have been given a provisional go-live date for in June. PPG members feel that this will be a useful feature and advise it would be good for it to kick-in when queue reaches 10. The practice would also like to implement an options menu so that patients don't have to unnecessarily listen to messages not relevant to them at that time. PPG members agree this is a good idea.	
Appointment System Update	In the last week and half, we have increased the number of pre-bookable appointments and the receptionists have been advised that if it agreed a patient needs an appointment, an appointment should be provided the first time. PPG member asks if a GP can forward book their own follow-ups. Jenny advises that they can but sometimes they will ask reception to arrange this instead. Jenny shared that there have been some patients who has been disappointed receiving an appointment in a few days even for routine symptoms. PPG member shares positive experience of her friend who is registered at Wellfield who was really pleased when booking an appointment in the future.	

	<p>Receptionist audit template – PPG members agree to current</p> <p>We currently have two trainee GP’s with the practice who are supervised by Dr Adamson and Dr O’Brien. They are there for debrief and to talk through their consultations. Alison confirms that they are with the practice temporarily with the practice. Dr O’Brien is undergoing assessment to be able to train an ST3.</p> <p>PPG member asks regarding the roles available at the practice:</p> <ul style="list-style-type: none"> • Practice Pharmacist – Irsa – works in our practice. • PCN Paramedic – Craig – looks after our Care Home patients. <p>PPG member comments that in her experience Irsa is very good. The practice doesn’t have any other additional roles including ANP’s or Physician Associates. PPG member agrees that its safest not to have ANP’s.</p>	
<p>Patient Led Prescription Ordering</p>	<p>PPG member shared experience that her prescription was ready within 24 hours of ordering. Pt uses Wellfield Pharmacy.</p> <p>Alison explains that we moved to this approach as the pharmacy was over-ordering items which was costly and wasteful. When patients order via the NHS App, it goes straight into the GPs Inbox which helps speed up the processing.</p> <p>PPG member asks if we have someone working closer with the Care Homes as in her experience she has seen that they are the worst for over-ordering.</p> <p>PPG member asks how often medication reviews there are. Jenny explains that it can sometimes depends on the drug however as a minimum, medication reviews are annually. Alison explains that sometimes it will be triggered once your authorised medication issues have expired, but that the practice also has an ongoing project of getting patients in during their birthday</p>	<p>Alison to feedback to the GP’s and receptionists to make sure that they are informing patients if they’re requested medication cannot be authorised and what needs to happen.</p>

	<p>months for their chronic check and medication review if necessary.</p>	
<p>AOB</p>	<p>Friends and Family – PPG Member advised that she has received multiple requests for feedback from one appointment despite filling it out.</p> <p>Continuity of care – PPG member question how we might try to work towards this in the future. Alison confirms that this is one of our areas assigned for improvement this year. PPG member shares that she interprets that this doesn't necessarily mean the same GP. Alison confirms that patients have 'named GP's' allocated to them but it doesn't mean that the GP a patient must see. The allocated GP is there for more of a contractual requirement. PPG member advises that her hospital letters still have GP's names on from years ago. Jenny explains that a lot of letters come electronically so there's not much of a risk that the letter won't reach us. Alison explains that it can be harder for us to allocate to the most appropriate GP however.</p> <p>NHS App appointment booking – Alison explains that whilst we would like to add more appointments on to the app, we have had conflicting advise to let any appts be booked, however new guidance has now explained that only appointments that do not require any signposting should be made available e.g. smear tests. We are also sending out link to self-book for appts such as flu or Covid appts.</p> <p>PPG Member queries the regularity of patients having their Hba1c checked for Pre-Diabetic patients. Alison explains that the guidance through NICE guidelines advises annual</p> <p>PPG Member asks if the bloods taken at the hospital come through into our system. Alison explains that they don't automatically come through but that if we are made aware they exist then we can request them into our system.</p> <p>PPG member ask what happens with blood tests because she has been recalled, attended and then continues</p>	<p>Alison will be looking further into the guidance around the current continuity of care.</p>

	<p>to get invited. Jenny explained the recall process but also explain that we have seen recent improvement with this process.</p> <p>PPG member share that she's really impressed with the ongoing efforts that the practice is doing.</p> <p>PPG member shared a successful experience where her husband was able to find a resolution through Patch's after being disappointed with trying to get through on the phones. PPG member encourages us to promote Pharmacy First as well. PPG member shared that there was a time that pharmacies didn't advertise their services and patient education is key!</p>	<p>Alison is planning to look into an assisted way of completing recalls.</p>
Ideas for next meeting:	A day in the life of each role within the practice.	
Next Meeting	Jenny to circulate date and PPG happy with 5.30pm start.	