

# Wellfield Health Centre

## Patient Participation Group Meeting (PPG)

### 27.09.2023

<b>Present:</b>	<p><b>Alison Flannery (Practice Manager) – AF</b>  <b>Jennifer Collins (Assistant Practice Manager) – JC</b>  <b>Dr Maeve O’Brien (GP Partner) – MOB</b></p> <p><b>CB</b>  <b>MP</b>  <b>BD</b>  <b>LS</b>  <b>CON</b>  <b>CM</b>  <b>SD</b></p>	
<b>Agenda Item</b>	<b>Discussion</b>	<b>Action</b>
<b>Review and agree previous minutes.</b> - <b>Internal data collection x2</b>	<p>?initials mistake for CB (was CD).</p> <p>Practice collated data based on the appropriateness of our appointment use. Showed that 97% of the appointments are booked and signposted accurately. Highlights the importance of sharing symptoms with the receptionists. PPG Member shared that it can be uncomfortable sharing symptoms at the desk. However, the practice are still struggling to highlight the unmet need.</p>	<p>Jenny to correct and repost on website.</p>
<b>Terms of reference / Chair &amp; Sec</b>	<p>Alison has updated the TOR. Final copy handed to members. PPG happy for us to chair the meetings but steered by the PPG.</p>	<p>PPG to email over any thoughts by Monday 2<sup>nd</sup> October. Jenny to post the agreed TOR on the website.</p>
<b>Practice Update: New Website</b>	<p>New website has now been established using a standard template following NHS guidelines. The practice is now encouraging the use of the NHS App over Patient Online Services.</p> <p>Has a link to PATCHs on the website. Users need to register to use this. Patients are finding it really useful. PPG member shared that message on telephone directing for UTI’s may lead patients to consider that this is all it is for.</p>	<p>PPG to look at our website and feed back any thoughts via email to Jenny.</p> <p>Jenny to review the message on the telephone and tweak PATCHs message accordingly. Jenny and Alison to consider a more focused promotion around the access utilities we have in place including the staff roles we have.</p>

<p><b>Practice Update: Enhanced Access</b></p>	<p>From 30<sup>th</sup> September, the practice will commence their first Enhanced Access clinic. The service is already implemented being run by the neighbouring practices who are in our Primary Care network.</p>	
<p><b>Practice Update: New Salaried GP</b></p>	<p>Dr N Khan started with the practice in May.</p> <p>New Trainee GP Dr Tsang. With us until next August. She is currently in second year of three. Dr Maeve O'Brien is her trainer. Benefit of being a training practice is that it does contribute to retainment of new GP's. Other GP's in the practice are training to become additional Trainers.</p>	
<p><b>Practice Update: Completion of building work</b></p>	<p>Building work is completed and was handed over in May 2023</p> <p>Parking can be difficult. Gym goes still park on the carpark.</p>	
<p><b>Practice Update: You said, we did Front Desk Receptionist</b></p>	<p>Front desk staff change.</p> <p>PPG member witnessed a gentleman attempt to collect a script from a pharmacy but there were issues in locating it and Amy went above and beyond to resolve this for him.</p> <p>Practice shared that Amy is leaving the practice to work with animals and a vacancy has been advertised.</p>	
<p><b>Practice Update: Online Appointments</b></p>	<p>The practice has now released smear appointments, blood pressure checks and B12 injections online.</p> <p>We are unable to offer anything outside of this as too many errors have occurred where patients have booked the wrong slot and have had to rebook.</p>	
<p><b>Practice Update: Additional 8am Staff</b></p>	<p>Jenny is currently training additional staff to help with the 8am queue.</p>	<p>Jenny will train 3 additional members of staff.</p>
<p><b>Practice Update: Pre-bookable Appointments</b></p>	<p>From June the practice has now started offering pre-bookable appointments. Jenny has been auditing the receptionists to ensure that they are in the habit of attempting to book patients into other services available to us and providing a good level of customer service. Jenny also shared difficulties in performing same audit for front desk due to logistics.</p> <p>Suggestion from PPG member to assess the type of issues occurring at the desk which would provide an indication of patterns forming around</p>	<p>Jenny to consider having a front desk log for the receptionists in order to collate data around any difficulties throughout the day to assess needs for training.</p>

	certain staff members and train accordingly.	
<b>Practice Update: AccuRx</b>	The practice is utilising a self-book system and have trialled this with our Flu appointments.	
<b>Previous action: Self-care: Facebook</b>	Jenny has promoted self-care on the Facebook page, website and also on the waiting room screens. We now have the technology to send links to patients that may not need contact with the GP's.	
<b>A day in the life of a GP</b>	Vlog & elaboration from MOB. PPG felt they had a better understanding of a working day for a GP and were surprised to realise how much goes on. They also shared their admiration for how hard everyone is working especially at improving access and demand.	
<b>Friends and Family</b>	Alison shared data from F&F. Practice has a lot of positive feedback on this in contrast to other national patient survey	
<b>National Survey</b>	Alison shared National survey data with patients. Unfortunately, not a large sample is used relative to our practice list size so not as accurate and indicative as we would like it to be. The practice feels like the F&F survey offers better insight especially as certain point in time.	
<b>Local Survey</b>	The practice would like to issue own Local Survey. Alison is keen for feedback and help to promote the survey from the PPG. PPG Member noted that some of the information appeared to be American.	Alison to update the patient survey and share with PPG for any additional comments.  Alison to seek support from PPG members to help with survey in the practice in addition to electronic survey.
<b>AOB</b>	PPG member is part of Environmental group – Lots of rubbish in the area from people parking up and throwing takeaway rubbish just by Margaret Ward Court. The Social Prescribing team with the PCN also try and take care of the area. SP lead Graeme has been given an award due to his involvement.  Minor ailments – Wellfield Pharmacy are opted in. The receptionists can refer patients or patients can go into the pharmacy themselves.  Zero tolerance – the practice has a process in place to send warnings for abusive behaviour.	Jenny to send Graeme's details over for PPG member who would like to get involved.

<b>Next Meeting</b>	January 24 <sup>th</sup> 2024 – 6pm	