**Hanley Practice PPG meeting held on 20 September 2023**

Those present: From Hanley: Stella Toffee, Joanna Gajzler, Alison Demetrius, and Stephen Webb

Patients: Keith Sharp, Lidia Erlichman, Margaret Kennedy, Andrea Broestromer and Caroline Williams

ICB attendees: Su Nayee and Vanessa Piper

Concerns raised at the meeting included:

**1. Telephone access**

Patients reported that phone calls can take up to an hour to be answered. This was due to staffing issues and staff having to manage the desk as well as the calls.

The practice response was to explain that we were experiencing staffing issues at the time, 4 new staff were hired in the Summer when the new Practice Manager arrived.

**2. Reception staff**

* There were concerns with reception staff, patients were not assured that information which was shared was being relayed.
* Patient reported they had been 5 minutes late for appointments and were told they could not be seen. Patient was left in tears, no sympathy from the practice.
* There are times when surgery appointments are running late.
* Reception staff do not have good customer care – the practice reported that Customer care training was being planned. Patients were concerned that this training should be face to face rather than online. The training will also cover mental health awareness training.

Practice stated that the new staff recruited have customer care background.

VP suggested that the practice could run a patient survey over a 3-month period to seek patients views on the changes that have been made recently.

Practice reported that the practice had been running with Agency staff previously, however new staff have recently been recruited and salaried staff undertake a lot of training in their inductions.

**3. Lack of continuity with from staff**

The practice reported that there had been a high turnover of staff. Patients at the meeting reported that they had seen an improvement at the reception area in recent months.

**4. Dr IQ is not working**

Patients reported that online access to Dr IQ was an issue, it was not working properly. Also, on many occasions the app is switched off.

Dr IQ cuts off - The practice reported that Dr IQ is open during core hours and it not available 24 hours and is closed when capacity is reached.

Dr IQ needs better signposting; some patients were unaware that this was not an appointments system. The App should also state the opening hours and what it can and cannot do.

**5. The Patients Sign in screen was not working –** if the sign in screen was working, it would reduce the time waiting to be seen at the reception and allow staff to tend to other things.

The practice was going to chase up this ongoing issue with ICB IT

6. **Issues with obtaining repeat prescriptions –**

One of the patients reported they were unable to get important medication required for their son, who suffered from grand mal seizures, if he did not take his medication on a regular basis there is a risk of death. When requesting a prescription, was advised that the prescription could not be issued and the patient was required to attend for a review, but there was a long wait.

Patients are being asked more than once to attend for a medication review.

The practice reported that a new clinical pharmacist had been employed with a 24-hour turnaround time.

**7. Confidential conversations**

The screens in reception do not allow for having confidential conversations.

The practice will go away and think about this as they could not offer a resolution at that time.

**8. Difficulty in getting an in-person appointment**

The Practice Manager was surprised at this and informed patients that they can request face-to-face appointments at any time and the staff will accommodate this. The Assistant Manager confirmed this was only throughout the COVID Pandemic when the practice was following the national guidelines.

9. **PPG meeting** – needed structure with an elected chair, TOR, frequency of meetings (at least quarterly), someone to take notes of the meetings.

The practice provided assurances that the PPG meetings would be reconvened and at the first meeting, there would be discussions regarding Chair and TOR.

10 **Continuity of care** – There have been no permanent GPs.

The practice confirmed that they have long term doctors and they have recent increased their days of working- eg Dr Scheuringer increasing from 2 days to 5 and the addition of new doctor Dr Knight who was brought in by new Practice Manager