

Mitchison Road Surgery

Patient Participation Group Meeting Minutes

Date	21.02.24	Time	3:30pm
Meeting Chair	Practice Manager - Denisha	Note Taker	Senior Administrator - Priya
Attendees	<p>Name and Role:</p> <p>Denisha Morgan - PRACTICE MANAGER</p> <p>Dr Daniel Sherlock – CLINICAL LEAD GP</p> <p>Alison – REGIONAL MANAGER</p> <p>Priya Islam – SENIOR ADMINISTRATOR</p> <p>Patient Representatives: Janice, Chris, and two other patients in which we are unable to include their name</p>		

KEY INFORMATION

Agenda Item	Discussion
Agenda	<ul style="list-style-type: none"> • New to Mitchison Road Surgery • How can the PPG support the practice? • Staffing and access • GP workforce • Clinical workforce • Current workforce FTE and ratio • Current vacancies • What do we want our patients to say about us? • The range of appointments we offer at Mitchison Road surgery • Telephone access – performance data • Promoting new roles in Primary care • Plan to implement improvements • Q&A
Introductions	<ul style="list-style-type: none"> • Introductions to Operose Health • Introduction to the management team, clinical team and non-clinical team • Introduction to access – same day face to face and telephone appointments. There are 3 ways to book an appointment, you can either call the phone lines, book directly at the front desk reception, or submit a Dr iQ consultation on the app. • Explanation of the triage system – through the 3 ways to book an appointment, this will be triaged by a clinician that is on duty that day. They will decide whether you need a face to face appointment, a telephone appointment, a nurse appointment or a referral to the pharmacy first service. They could also redirect you to 111 or a&e if necessary.
Staffing Update for	<ul style="list-style-type: none"> • We are hoping to hire our 3rd salaried GP in the next month

Mitchison Road Surgery	<ul style="list-style-type: none"> We have a few vacant positions for: an Assistant Practice Manager, a Nurse and one Admin staff We currently employ locum Dr's and Nurses at the practice and some are long term locums. This is important to us as we would like there to be some continuity and familiarity for our patients to see the same clinician. However, once these vacancies are filled, this will reduce the amount of locums we hire.
Practice Updates	<p>MRS current list size: Just over 10,000 patients.</p> <p>New BP machine at the surgery which aims for patients to measure their own BP, especially for patients that do not have a BP machine at home.</p>
Dr IQ Data/Updates	<ul style="list-style-type: none"> 8717 patients registered with Dr iQ at MRS When Dr iQ is closed, you are still able to enter your health information such as blood pressure reading, height and weight. You are also able to request your medication.
Telephone updates	<p>We showed bar charts regarding our telephone access from September to February, in which we highlighted that we hired a whole new admin and management team which reflects the significant improvement in our telephone access from December to February. 93.6% of calls answered within 10 minutes, 6.4% calls answered over 10 minutes. 42.3% of calls answered under 1 minute. We are hoping to improve this data even more once we hire more staff.</p>
Patient feedback	<p>We use multiple streams of information to gather patient feedback. These may be Google reviews, NHS Choices or our own Friends and Family tests that get sent to patients.</p> <p>Janice – mentioned that she feels pressured to use the Dr iQ app, raised concerns of not having access to the internet. Dr Sherlock reassured her that this shouldn't be the case, and she can always book appointments via the phone lines or book directly at the front desk. Patient mentioned that the phone line options takes her round in circles, and have been doing so for years. Priya will look into this. Janice also stressed the concern of updating patient's records.</p> <p>Positive feedback from Chris – regarding the front of house, atmosphere in the practice and helpfulness from all staff. Mentioned that the blood test procedure was fast and efficient from start to end. Mentioned frustration with locum staff as he is having to explain again and again regarding his issues. Dr Sherlock reiterated that we hope to have another salaried GP in the practice in the coming month and we are trying to book long term locums for this regularity patients longs for. He also mentioned that he would like to receive a text message when his blood test results come back normal, this would ease his worry. Currently the protocol for surgeries is – you will be contacted by a clinician if your results come back abnormal, however if your results are fine, you will not be contacted. Results take up to 5 working days to come back from the lab. Explained this is something we could look into, to see if this is something we can start doing. Patient also mentioned that he is not able to view his test</p>

	<p>results on the Dr iQ app - patient will need to request a linkage key to view his medical report.</p> <p>All participants agreed they prefer to see the same clinician when they come in for an appointment.</p>
Ideas and feelings around future events	
Ownership change	
AOB	