**Hanley Primary Care Centre**

**Patient Participation Group Meeting Minutes**

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| **Date** | 5th March 2024 | **Time** | 17:00 |
| **Meeting Chair** | Stella Toffee – Practice Manager (ST) | **Note Taker** | JG |
| **Attendees** | KS – Hanley PCC Patient  LE – Hanley PCC Patient  Alison Demetrius - Regional Manager (AD) Joanna Gajzler- Assistant Practice Manager (JG) | | |

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| **Agenda Item** | **Discussion** |
| **Agenda** | * Introduction and ground rules * Minutes of last meeting * Surgery and Staffing * Triage Process * Out of Hours Appointments * Appointment of Chair * PPG Membership * AOB * Date of next meeting |
| **Introductions** | Alison Demetrius – NCL Regional Manager  Stella Toffee – Practice Manager of Hanley PCC  Joanna Gajzler – Assistant Practice Manager of Hanley PCC  KS – Long term Patient of Hanley PCC  LE – Long term Patient of Hanley PCC  ST explained the ground rules of the meeting:   * Respect all members and their contributions * Do not use the meeting to raise personal complaints or personal issues * Allow everyone to contribute |
| **Minutes Review and Meeting Updates** | 1. **Telephone access**   The practice has increased staffing levels in the morning to reduce waiting times. ST begins work at 8:00 AM and monitors the situation, directing admin staff to assist on phones when necessary. ST is also available to answer calls if needed.   1. **Reception staff**   Patients KS and LE have noted a visible improvement in the team's attitude, resulting in more positive interactions between staff and patients. Appointment DNA settings have been adjusted to 10 minutes to allow patients to check in within the appointment timeframe. Doctors are accommodating patients even after the scheduled time, when clinic schedules permit.  The survey has been suspended due to recent recruitment of new staff members, as their impact on practice efforts has yet to be observed.   1. **Lack of continuity with from staff**   Regarding staff continuity, it's important to note that the practice no longer utilizes agency staff; all current staff members are permanent employees**.**   1. **Dr IQ is not working.**   Patients have confirmed that changes in the alert system have improved communication.   1. **The Patients Sign in screen was not working.**   The patient sign-in screen was temporarily down, but being monitored by the IT team regularly and is operating currently.   1. **Issues with obtaining repeat prescriptions.**   ST mentioned that practice has noticed that recent changes have resulted in improvements to the prescription system, reducing complaints in this area.   1. **Confidential conversations**   Patients have the option to use a side room for private discussions with reception staff. ST confirm that patients can also submit information on paper for the team to address.   1. **Difficulty in getting an in-person appointment.**   The practice has updated its appointment system to allow patients to have a say in the type of appointment they prefer: either face-to-face or telephone consultation.   1. **PPG meeting**   Updates deferred to the next meeting.  **g) Continuity of care**  The practice continues to work with the same long-term locums who provide ongoing care to practice patients. ST mentioned that she is receiving good feedback from patients regarding their care been described as consistently positive. |
| **Surgery and staffing** | * As per the minutes review, ST confirmed that the reception team consist only of permanent staff and provided an update on open recruitment for the positions: Lead GP, 3x FTE GP |
| **Triage process** | * ST informed the members that reception staff have access to the Ez Nav platform, developed by AT Medics doctors. Platform assists staff in ensuring that patients who walk in or call are directed to the appropriate clinical staff member, similar to the 111 triage system. * ST mentioned that doctors have allocated an additional 30 minutes in their AM/PM sessions to assist the team in handling urgent cases. |
| **Out of hours appointments** | * JG presented the Out of Hours (OOH) availability for patients, aiming to offer more appointment options outside of the practice's working hours. From Monday to Friday, between 18:30 and 20:00, patients calling the practice number will be redirected to the OOH service. Similarly, on Saturdays from 12:30 to 17:00, patients will have access to the OOH service. Additionally, nurse pre-bookable appointments are available during Saturday sessions. |
| **Appointment of Chair** | * Deferred to the next meeting |
| **PPG membership** | * ST asked about the frequency of the meetings, and KS and LE agreed with the practice's proposal to hold them every three months. * KS suggested creating a practice newsletter to engage other patients in PPG and as well provide insight into the daily life of the practice. ST mentioned wallboard ‘you said, we did’. * Discussion on promoting the PPG meeting, exploring avenues such as posters, messages to patients, an open day event, and information on the LD screen. |
| **AOB** | * Discussion Regarding New Provider: ST confirmed that the practice is still awaiting a decision from ICB. KS and LE expressed their readiness to support practice management in ensuring continuity with the current staff, given the positive changes that have been observed. |
| **Date of Next meeting** | * June 2024 |
| **End of Meeting** | Thank you for taking the time to attend. We greatly appreciate all feedback received from our patients. |