

PPG Agenda Wednesday 30th Oct 2024 at 12pm

Present	Apologies
JK, CO	
Welcome	JK welcomed everybody for attending.
Introductions	Everyone introduced themselves.
Staff update	JK updated on staff. Charlie has successfully been recruited as our new Reception Supervisor.
Starters	We have recruited an additional receptionist her name is Jemma.
Leavers	No leavers.
Minutes of previous meeting held.	Minutes are attached to the agenda, all checked. PPG said the speaker from last meeting from Evolving Mindset Prescott was very interesting and some members have informed other patients to seek help from them. Link attached. www.evolvingmindset.co.uk Evolving Mindset The Vicarage, 10 Vicarage PI, Prescott L34 1LA 07723 290465
Any Matter arising.	Dr Chibby explained that all GP practice across the country were taking a Collective action. Summary below: In June, GPC England opened a ballot for partners to vote on taking collective action over the underfunded and overstretched GMS contract . The partners will be able to choose which action their practice will take as they see fit. This action will not be strike action nor should it breach the contract that your employer holds with NHS England. Some of the actions our PCN practices have voted to do is listed below. Collective Action all PCN GP practices are taking. 1. 87.5% want us to switch off medicine optimization software 2. 75% want us to stop rationing referrals, investigations, and admissions

3. 75% want us to freeze sign-up to data-sharing agreements
4. 62% want us to defer making any decision for local or national NHSE pilots

One of the actions the practice could of taken was to reduce the amount of patients a GP see daily from 30 down to 25 as advised by GMC. The practice agreed not to do this action as we didn't want to compromise patient care on availability to see a clinician.

Winter Pressures Contract:

The practice has signed up to deliver this contract, the contract involves the practice.

- Vaccinate all housebound and care home patient's flu and covid vaccines.
- Practice nurses and frailty nurses to review all severe frail patients by mid Dec.
- Invite all COPD patients in for a review.
- Offer smoking support to chronic disease patients.
- Practice nurse and PA to bring forward reviews for all care home and housebound patients.

GPIP (General Practice Improvement Programme). The practice has signed up to look for improvements and implement the changes.

- Sign posting patients to the correct service or clinician (more modern practice) We are providing more training to staff.
- Directory of services and skills set. We have created a directory for all staff to refer to.
- Telephone message to be more informative.

New message will be added to the phones to explain why staff ask for the reason for appointment and to promote the use of the facilities within are website.

- We looked at our pressure points within reception and from a patients view.

We have tried to implement a third receptionist to sit at the front window to support patients at the busiest times of the day. (this is not always possible when we have staff shortage due to holidays or sickness.)

PPG complimented us on this third person at the window they said it has been noticed and is such an improvement.

Flu vaccines.

The practice is almost complete. We have worked hard and out of hours on a Saturday to complete as many patients as possible. Worked very well.

PPG members complimented us on the achievement and how organised the clinics where.

<p>IT and any new technology</p>	<p>Raise again</p> <p>NHS App- on-line ordering we are promoting as much as possible. This helps to Free up phones for sick patients. We don't accept scrips over the phone anymore (only started during covid) this again is to help free up the phone lines and less mistakes, we do make exceptions for housebound patients. JK said she will ask if the optimisation team can come in again to help support patients signing up to on-line services who are struggling. Worked well last year they help around 60 patients over a six week period.</p> <p>PPG raised that the TV screen in the waiting room has stopped making a noise and alerting you when you are being called by the GP, nobody is paying attention to the screen all looking at their phones. JK said she will contact the company who supply the screen and find out how to fix the problem.</p>
<p>Compliments</p> <p>Complaints</p>	<p>We have lots of lovely compliments coming in which is lovely to hear and we really appreciate. We need patients to add them to our google ratings and reviews to increase our star rating. Ratings and reviews - Rainhill Village Surgery - NHS</p> <p><u>Themes of our most common complaints.</u> Waiting times for a hospital appointments patients complaining and wanting thee referral expediting. This is not always possible, we have no control over appointment waiting lists from the hospital. Patients unhappy that they couldn't get an appointment with a certain GP. Staff try to accommodate patients wishes.</p>
<p>Get the PPG to walk round the practice looking at the practice as a patient, get them to look at access, signage, cleanliness to see if we are meeting the needs of all our population.</p> <p>AOB</p>	<p>Access: No issues with access. Signage: To signs that need up dating. First one no smoking signs to include no vaping. Second sign is phone the practice for blood results, promote look at online access as you can view all results on the app. Cleanliness: No issues with cleanliness, however what has happened with painting the practice. Upstairs is almost complete, however the problems we have is we only have a Sunday to do the painting when we are closed and not always possible getting someone to agree to this work. Evenings is hard too as don't want to disturb the neighbour, the worki s still happening but very slowly.</p> <p>PPG member asked if the minutes will be going on the website and shared out.</p>

	<p>JK said yes we will be adding to the website and also sharing with the group.</p> <p>JK also said we have been promoting the PPG on our Facebook and new Instagram page. One member suggested for us to put a notice up in the waiting room for patients to sign up for our pages. JK will action.</p> <p>PPG asked if they can agenda and items or topics. The practice agreed. JK will add a line on invite letter to email in any agenda items. Email is rainhill.villagepractice@nhs.net</p> <p>Close of meeting.</p>
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