**PPG Meeting**

**Carnarvon Medical Centre**

**Held on: 31ST August 2023**

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| Attendees | | |
| KJ |  | Patient |
| MJ |  | Patient |
| DM |  | Patient |
| GA |  | Patient |
| KG |  | Patient |
| MF |  | Patient |
| EM |  | Patient |
| MA |  | Patient |
| BR |  | Patient |
| PS |  | Patient |
| Chair | | |
| Sinead |  | Practice Manager |
| Maggie |  | Chairperson |
| Minutes | | |
| Shelley |  | Medical Secretary |

Action

|  |  |
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| 1. **WELCOME & INTRODUCTIONS** |  |
| Welcome to everyone attending today. Introductions and a warm welcome to Maggie our new Chairperson working on behalf of your PPG. |  |
| 1. **PPG EMAIL** |  |
| We have created a new email address specifically for the PPG instead of having to go through our normal email address. Members can email the PPG email address with any queries or suggestions relating to the PPG only.  The practice manager, medical secretary and Maggie will be the only people who have access to this email address. |  |
| 1. **FRIENDS & FAMILY, NHS REVIEWS** |  |
| If possible, can patients please complete the Friends & Family surveys when they are in the surgery. These can be found in the reception area. All suggestions/complaints etc. must be logged as part of the NHS England quality improvement that we have to adhere to. We then must send the reviews off to NHS England as this is one of the ways they review the surgery. The same thing applies to the NHS reviews found on our website. There is also a suggestion box for patients situated in the reception area.  Practice Manager will receive a notification when we receive an NHS review, and she can make a comment if needed.  Patient comment-invariably has to ask for a Friends & Family survey as not readily available at the reception desk. | **To remind reception to hand out the Family & Friends questionnaires.**  **To add information to the notice board regarding F&F** |
| 1. **PARKING** |  |
| New parking system will be in place for the 1st October. Patients will need to sign in and register their car. The signing in machine will be located on the ground floor. Maximum stay will be for two hours. At the moment this is all the information we have. | **PM to contact landlord re: parking.** |
| 1. **OPINIONS ON NEW PHONE SYSTEM** |  |
| New phone system installed. Now there are four phones in total, two at the front desk and two in the back office. The ladies in the back should also be answering the phones. Patients should be able to get through to the surgery quicker. If the receptionists in the front are busy dealing with patients at reception the calls are answered by the admin staff in the back office. Patients should not have to wait for their call to be answered.  Practice Manager can monitor how long calls are answered, how many missed calls there are etc. All calls are now recorded. This helps with complaints and staff training. Patients can leave a message and request a call back.  Patient comment-all the reception staff are very helpful and caring. |  |
| 1. **STOPPING PHARMACY REQUESTS FOR PRESCRIPTIONS** |  |
| A few surgeries in the area have stopped requests for medication by the pharmacies. There are pros and cons to this. There is a lot of wastage when the pharmacies are requesting medications on behalf of the patients, as they can order medication that is not needed, and these will still be claimed for by them. For the elderly and disabled it can be a valuable service for them and a lot of patients have a strong relationship with their pharmacies. At the moment we have not decided but a lot of patients still prefer to use their pharmacies.  Pharmacists specialise in the medications and side effects therefore it is better to consult with them rather than the clinician if you have any concerns regarding your medication. Doctors will know why to prescribe a medication and what they expect it to do, and the pharmacist will know the composition of the medication. | **PM to discuss with clinical/prescribing team re: prescriptions** |
| 1. **ACCURX/ONLINE** |  |
| Two computer systems. We have a new system called Accurx. This system can send patients links to book an appointment. There is a little tick box that will allow patients to reply. This was introduced only a few days ago and staff are still getting to know the system. Patients can find the link to Accurx on our website.  The computer text system will not allow patients to reply to text messages.  The Accurx system will allow patients to send in an admin query, medical query or online advice. If it is a medical query this will then be forwarded on to the clinician on duty and will be triaged by them when an appointment will be offered if appropriate. |  |
| 1. **APPOINTMENTS** |  |
| We must make sure appointments are still available at 8am and 2pm, but we are slowly making available online appointments which can be booked through the NHS app and Accurx. We are slowly trying to work out and balance which appointments are available everyday e.g on the day, online and pre-bookable. This is ongoing, and being tested regularly to find a balance that is beneficial to our patients. Appointments can be booked from a text message and patient will receive details of some available and they can book their appointment that way. NHS England dictate how many appointments are available each day, how many must be online bookable. They tell us how many times a patient needs to be seen a year if they have a specific condition. |  |
| **9. AOB** |  |
| Patient comment-concern of where the TV monitor is situated and the cables running from it.  On our last risk assessment carried out this issue was raised. There is an ongoing dispute as to who is liable to fix the issue regarding the cables. All electrical equipment is PAT tested.  Grievances against ANP’s or doctors can be made as a formal complaint or feedback. In both cases these should be sent to the practice manager for her attention. All of these grievances have to be documented, actioned and reported back to NHS England with prove as to how the grievance has been resolved.  **Practice Manager email: carnarvon.practicemanager@nhs.net**  **PPG email:**  **mseicb-s.carnarvonppg@nhs.net** |  |

The meeting finished at 1.10PM

Date of next meeting: 30th November 2023

Minutes circulated via website

***All personal comments/issues raised by patients at this meeting have not been included in these minutes due to patient confidentiality.***