

MINUTES OF PPG AGM AND MEETING - 21ST MARCH 2023

1. WELCOME AND INTRODUCTION by Jeff Cunliffe (Chair)
2. APOLOGIES FOR ABSENCE by Committee member were received from Jean Biggs
3. FORMAT OF THE EVENING was explained by the Chair – it would comprise a review of the past year by the Chair, the election of Officers, a Practice Update by the Practice Manager followed by Any Other Business (AOB)
4. PPG ANNUAL REVIEW –

The PPG represents Woodcote Medical's 17,703 patients and the Chair said it was disappointing that only circa 0.1% of the >14,000 Members (all Practice patients 16 years of age and older) were attending the meeting. He believed the PPG was there to improve the patient experience and that of the Practice staff.

There is a small Group/Committee representing the patient population – this group includes the Chair, Deputy Chair and Secretary positions which are up for election/re-election this evening – the position of Secretary is currently vacant.

Pre-Covid – the group met with representatives regularly in one of the surgeries. Covid meant all meetings were by Video. Last year (2022) was a hybrid year with a meeting in the surgery planned for mid year and one in December. In the intervening month the Chair and Deputy Chair had video meetings with the Practice. The whole Group met in August and again in January after bad weather caused a delay from pre-Christmas.

The meetings usually included a Practice Update (Starters/Leavers, progress with recruitment etc) discussion of KPIs provided by Deborah (Patient Numbers/Age/Sex mix/Appointment statistics/Telephone stats) issues raised by the PPG. The Chair said it was a great pity that in Jan/Feb 2023 there were 723 appointments where a patient did not see a clinician. Some of these were not booked and the patient failed to attend 3.7% of the booked appointments in the two month period.

During the year the PPG requested and received information on whether the Practice employed sufficient clinical resources to offer sufficient appointments to patients based on NHS Guidelines. Targets were exceeded when the Primary Care Network (PCN) resources were included. The main sources of the Practice's income and a cost analysis had also been provided.

The Chair identified the Items/Queries (in no particular order) raised by PPG which included:

- Need to keep patients informed if clinicians running late – at time of registering upon arrival/use of white board/ Receptionist Announcements
- Adverse comments on social media
- Problems arising with patients limited to booking 2 appointments
- Telephone wait times (should be reduce by more Receptionists)
- Receptionist Training
- DNA (Failure to attend appointment) should be reported on the website
- Health checks for certain age groups
- Standard Operating Procedure for patients who have Covid attending the surgery
- Positioning of TV/Video screen and seating layout in Waiting Room
- Review of Appointment System – PPG to be involved
- Progress with on-line consultations
- Whether referrals from GP to Pharmacist could operate in reverse
- Use/take up of Friday Evening and Saturday Hub Appointments at the surgery – including DNAs
- Scruffy appearance due of boarded up windows and overgrown foliage at Purley and need for WM sign to be illuminated
- Recognition of improvement in telephony performance – more Receptionists and improved software
- Possibility of 'on the day' - 'Pop In' facility – just turn up and ask whether they can fit you in
- Questioned whether Receptionists sufficiently skilled to determine whether an appoint is necessary and with whom

- Need to check why not all patients were receiving SMS reminders for appointments
- Questioned whether Telephone Triage process would continue
- What level of appointments with doctors are face to face (39% at the time)
- Welcomed Dr Butt's telephone message re Urgent Appointments

The queries/recommendations were NOT ALL ONE WAY :-

- Practice suggested the PPG use Face Book or social media to encourage younger members to join
- Asked the PPG to undertake a Patient Survey, produce a Complaints Procedure, and Help Make Our Practice Look Better
- The PPG was also asked to comment/provide input to Patient Leaflet. Comments well received and document 'on hold' for the moment
- Kept The PPG informed of results of Patient GP Survey, Prescribing Statistics, Family and Friends Survey and Investment Improvement Assessment..... all of which were good

The Chair thanked Karen Nash (Practice Manager) and Deborah Roberts (Business Manager) for their support over the last year.

5. ELECTION OF MEMBERS – Tony Hazeldine (Deputy Chair) invited nominations for the posts of Chair and Deputy Chair. None were received but both Jeff Cunliffe and Tony himself were willing to continue in their existing roles. Theresa McFarlane volunteered to be Secretary and was warmly welcomed into the group. The other members of the committee were asked to confirm to the Chair their desire to continue in their roles.
6. The PRACTICE UPDATE by Karen Nash the Practice Manager began with a thank you to the PPG for their continuing input and support.
 - The Practice was in the process of recruiting an additional GP and an Advance Nurse Practitioner. The latter would take the daily appointments for minor ailments/on the day leaving the GPs to concentrate more on the care of patients with long term conditions.
 - A GP is joining (6 sessions/3 days per week) for 6 months to provide maternity cover for Dr. Butt.
 - A Care Co-ordinator has recently started with the Practice.
 - In addition to the Practice clinical resources are also shared within the PCN (Woodcote Medical, Selsdon, Old Coulsdon, Mitchley Avenue, Bramley Avenue practices). These are:
 - Clinical Pharmacist
 - Paramedics
 - Social Prescriber
 - Physiotherapist
 - Care Co-ordinator
 - Building work at the Purley Surgery – the provision of a new Reception Desk and enclosed office has been completed and a new /improved Reception and the relocation of the kitchen in the Coulsdon premises will be completed soon.
 - Karen explained the latest changes to the new GP contract.
 - Looks at focusing on supporting teams and improving patient access and experience.
 - Builds on the success of Additional Roles Reimbursement Scheme and expanding the flexibility of additional staff (mental Health GP's/Advanced Nurse Practitioners etc)
 - Changes to the Immunisations and Vaccinations
 - More streamlined approach to the Impact and Investment Fund and also Quality and Outcomes Framework with a focus on staff wellbeing in the Quality Improvement module
 - Freeing up workforce capacity through reducing targets

- Karen added that the Practice offered above national average appointments and had above national average clinical staff. GP recruitment continues to be difficult as most will not work 4 days a week but prefer 2 days with a further 2 days as locums.
- When asked, Karen confirmed that the PPG had not been able to assist in improving the external appearance of the Purley surgery and no central funding is provided for garden maintenance etc. However, funding for maintenance would hopefully be identified from within the Practice budget.
- The potential future transfer of the Coulsdon clinical facilities to a new Medical Centre on the CALAT site was on hold as the increase in financing costs had caused the potential Developers to reconsider the viability of the investment.

7. Other AOB

The Chair asked those present to note the follow dates chosen for the next series of PPG Meetings:

- 16th May – Open Meeting – subject/presenter etc to be confirmed
- 20th June - Video
- 25th July – Surgery
- Attendees were asked to advise the Chair their preferred frequency and venue of future meetings.

The Chair concluded the meeting by thanking all those present for showing interest and taking the time to attend.

Attendees:

J Cunliffe - Chair

K Nash - Practice Manager

T Hazeldine - Deputy Chair

D Roberts - Business Manager

V Marsh

J Newham

S Stocker

S Cruickshank

D Koupepides

J Gallagher

L Amos

H Kruppa

M Kruppa

V Malik

T MacFarlane - appointed Secretary

Apologies for absence were received from J Biggs, E Samuels and A Verma