**SANDWICH MEDICAL PRACTICE**

**Patient Participation Group**

**Minutes of the Meeting on Thursday 17th July 2024**

In attendance:

Francis de Souza (Chair) FdS

Robert Marshall RM

Michael Edinberry ME

Alanda Tofte AT

Brenda O’Neill BON

Carol Bore (Business Manager) CAB

Jasmine Quittenden JQ

FdS welcomed everyone to the meeting and thanked everyone for attending.

**Apologies**

Apologies were received from Sharon Dunn, Natalie Baker and John Bateson.

**Minutes of the previous meeting** were agreed as a true record.

JQ gave an update regarding routine appointments and wait times. At the previous meeting, it was discussed that routine GP appointments were approximately 5-6 weeks away and 20% of GP appointments were being used for Structured Medication Reviews (SMRs) and medication-related queries. We are pleased to say that Sam Annall, our Clinical Pharmacist , is now doing the majority of these reviews and our wait time for routine GP appointments has been reduced to 4 weeks. This has been achieved by providing additional care navigation training to reception staff, to ensure they are using the most appropriate service/ clinician, as well as ensuring Sam has regular appointments available to book.

We also briefly discussed same-day appointments. In June, we provided 1842, at an average of 92 per day. It was also found that the availability of these appointments was very good, with the final appointments being booked between 11.30am and 13.55pm.

In June, 130 patients didn’t attend face-to-face appointments and a further 60 could not be contacted for planned telephone appointments. JQ has made a poster with this statistic which will be posted to our Facebook Page and Website, as well as guidance for patients on how they can cancel appointments they no longer need.

**Practice updates - CAB**

**Staff -** We are pleased to announce we have 2 new Practice Nurses starting soon. Laura who is a prescribing nurse will be starting at the end of this month. Lauren is a newly qualified nurse who will be joining us in August. We have also welcomed 2 student nurses who are being mentored by Lindsay and Lisa and assisting with their clinics.

We have also successfully trained 3 members of the admin team to take bloods, so they have been providing extra phlebotomy clinics each week, as well as cover for holidays and sickness.

As discussed previously, Dr Pryse will be retiring next month and we are in the process of recruiting a new Partner.

**Enhanced Access** was launched in April. So far we have received overwhelmingly positive feedback from both patients and staff. It has been an exciting PCN development and offers additional appointments outside of core hours, both within the practice and across the network, as well as a a team of multi-skilled staff.

**Covid Autumn Boosters** will be starting slightly late this year at the beginning of October. This is due to logisitics with stock and the recommended vaccination programme/ timing. We will be giving COVID and Flu Jabs together as normal.

AT and BN suggested that we let patients know that we will be doing this and advise when, as the pharmacies have been contacting patients already to book, so patients may not be aware we are doing it this year.

**Action - JQ to provide information regarding Flu and COVID vaccinations on the website. We will also let reception staff know shortly, in case they get any queiries.**

**Telephone System Upgrade**

CAB has been in the process of changing the surgery’s telephone system provider. The new system has a variety of benefits including; an automatic call back system so patients have the option to receive a ‘call back’ when they are next in the queue, automatic record population so reception staff won’t need to ask as many questions to find a patients record thus saving time and reducing errors. We will also have increased audit capability so we can get better quality data about phone calls made to and from the practice, which can then guide us on how we can improve.

CAB also presented some interesting telephone statistics which are included in the attached presentation. It was agreed to publish these regularly online and in the waiting room.

**Website Review - JQ**

The Integrated Care Board for Kent and Medway NHS has launched a GP website improvement programme.

The aim of this is to make GP websites more user-friendly and enable patients to find the information they need quickly and easily.

This is not mandatory, but we will be taking part to improve the online experience for our patients.

Our website is overall good, but some of the information is a bit tricky to find and is quite bulky in places.

Jasmine will be working with the ICB and website provider to re-design the website. She welcomed any PPG volunteers who would like to test the website before it is live. There was a keen interest in this, Jasmine agreed to contact the PPG once the website is ready for testing.

**Facebook Page**

We’ve had some feedback from patients that they’d like more regular posts on the Facebook Page. The PPG gave some valuable feedback and ideas for content such as national ‘awareness’ days, appointment and telephone statistics and ‘Friends and Family Test’ feedback. Jasmine is going to be scheduling some content with a minimum of 1 post each week, hopefully more.

**AOB**

FdS had raised the timing of the PPG meeting being an issue for some members. It was agreed to move the meeting back to Thursdays at 6pm.

**Next Meeting Date - Thursday 3rd October at 6pm.**

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