Minutes for Kirklands PPG meeting 18th December

Meeting commenced 5.35pm

Present

Sue Miller Practice Manager

Lucinda Potter Operations Manager

Paul Oakley-Cleife Chairperson

AW, KM, DA, DC, MP SC

Apologies

Tina Till Business Manager

IR

Lucinda introduced herself to the group having been in post for only 3 weeks. She has a long serving history within general practice serving for 28 years starting as a receptionist and leading to her current position

Prior to Kirklands she came from commercial road surgery where she spent 8 years. Lucinda has a good knowledge of the workings of PPG, she was warmly welcomed by all members of the group.

Minutes last meeting read and all correct

1 Survey conclusion; The patient’s survey was held for 2 weeks during October both reception and friends and family and there were 100 responses which the group found encouraging and positive considering the GP survey only went out some months ago.

All the questions had both positive and negative results but the later was very much in the minority. Both clinical and non-clinical staff came out well as there was a good response in all categories and our thanks go out to them for their hard work. It was agreed that both self-check in and using the NHS app could be promoted more widely within surgery. The whole group have asked to sincerely thank Justina for spending so much time collating the survey on our behalf and it will run again in October using the same format. The survey results will be uploaded to the Kirklands website or viewing

2 Joint meetings; It has been confirmed that a third joint meeting with Drayton surgery will be held on the 22nd Jan again at Gatcombe House commencing at 5pm, a speaker is being sort and it is hoped that one of the subscribers will attend, it is expected all of our members will support this venture.

3 Employers NI contributions; As from April employers NI contributions are being increased. As it stands this will affect GP practices across the board and if no agreement is made Kirklands will feel the impact. All surgeries are classed as small businesses and are not included in the NHS exemption. The BMA are in negotiation with the department of Health and Social care to come up with a satisfactory agreement.

4 Routine appointments; The current practice of a two-week routine appointment period that allows patients to book within that period via their preferred booking format, has been running for 12 months, this could be reviewed at any time, but any review could be detrimental to the booking process, some other surgeries offer a triage appointment only, and others you could wait up to six weeks to see an HCP.

Prior to this we had a four week booking system, the “do not attends” were at that time very high, and have now reduced, the four week system also lengthened the time to see a HCP, it was widely felt, that the process works well for Kirklands and there would be no reason to alter this, it was questioned why appointment can only be booked at 2pm on a daily basis, it was strongly felt that by putting emergency and routine appointments at the same time in the morning would not be manageable, and if put together the wait time to book an appointment would be increased.

5 PPG members; it is felt within the group, that PPG is not promoted enough to represent the interests of patients and carers. A number of ideas were banded about, we already have material promoted within the surgery on notice boards, and is prominent withing Kirklands Website, one current member was told by a GP, hence she joined, Lucinda has been asked to mention this to HCPs, to see if they can introduce the discussion and Paul is going to meet with Lucinda in January, to discuss ways of direct contact to a certain age of cohort.

6 AOB; our deep and sincere thanks go out to Sue Miller, Practice Manager who is retiring on Thursday 19th December, she has dedicated years of service within general practice, and her knowledge and experience will be missed within the group, speaking for the group we give her much thanks for her dedication with PPG and the surgery as a whole, Sue will be extremely missed but we also look forward to working with Lucinda.

Meeting finish 6.49 pm

Next PPG March, exact date TBC