**Ordnance Unity Centre for Health**

**Face-to-Face PPG meeting**

**Date: 01 August 2024**

**Chair**: **Mr Sean Andrews [SA]**

**Ordnance Unity: Magdalena Zagajewska [MZ], Dr Claire Nicol [CN]**

**PPG Members / Attendees: Mr Sean Andrews [SA], Mrs Ruth Harvey [RH], Mrs Susan Mulqueen [SM], Mrs Mary Nansumba [MN], Mrs Arudchelvam Sivananthan [AS], Mrs Janice Wilkins [JW]. Mr Anthony Zotti (121 meeting with MZ due to lateness)**

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| **Agenda items** | **Discussion**  |
| **Welcome and Introduction** | * MZ welcomed all members and attendees to the meeting. She introduced herself and Dr Nicol, explained the role of the PPG, the purpose of the meeting and housekeeping rules
* Explanation that the PPG was not a place for addressing individual complaints or medical issues, but a forum where members could provide feedback on the service provided, a place for sharing ideas which could shape the service provided, and where the Surgery could keep members updated on developments and progress
* Dr CN introduces herself outlined the agenda for the meeting (recent changes and feedback provided by our patients)
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| **Appointments & Staffing Update** | * Explanation that we have changed our booking system to Total Triage back in May. All appointments are now booked by submitting medical request online. Reminder for those who don’t have access to internet, it is perfectly fine to visit reception as device is available in the waiting area or call up reception, and submit form trough one of the staff members.
* Dr CN and MZ described the challenges in the past: long call waiting time, and lack of appointments. Explanation that the recent changes along with recruitment have made significant change and improved our services. Informed members that since March we have now hired 3 full time GP’s + 1 returned from Maternity Leave
* Re Admin staff – also fully staffed at the moment, morales have improved since less will be recruiting closer to winter time depending on the demand and workload. Highlighted staff retention is important for continuity of care along the changes in patients having assigned named doctors for the same reason.
* MZ summarised the current staffing situation and the Surgeries priorities. The Reception and Admin teams were now fully staffed with a full-time Site Manager, full-time Reception manager, 9 regular GPs supported by Locums when needed, 2 full-time Clinical Pharmacists able to health reviews and medication queries, 2 Nurses and 1 Healthcare Assistant, a part-time Community Paramedic, Nurses and Phlebotomist
* Dr CN explains feedback data from patients. Feedback overall from patients and staff is very positive: Increases access, less patient frustration, less aggression towards reception staff, less wasted appointments due to inappropriate bookings, Longer GP appointments (now 15 mins), Language Line / Translator available during consultation.
* Explained reduction in call waiting times, which benefits those that can not use the online system. The survey says that the average call queue wait time in April 2024 was 9m45s which now dropped by 71% and as of July 2024 is 2m47s.
* Survey comprised of five multiple choice questions with sixth optional text box if patients wanted to add additional comments about their experience since the new appointment system was introduced. Responses were completely anonymous, received 276 responses, average time to complete was 2m11s.
* Taking members trough Patient Survey Summary:
1. “Since the change in appointment system, how easy do you find it to get through the GP Practice by phone or via website?”- 72% of patients responded “Very easy” or “Fairly easy”
2. “How helpful do you find the receptionist at the GP practice?”- 84% of patients responded “Very helpful” or “Fairly helpful”
3. “Since the change in appointment booking system, how would you rate your experience of making an appointment?”- 70% of patients responded “Very good” or “Fairly good”
4. “At your last appointment, did you have trust and confidence in the healthcare professional you saw or spoke to?”- 92% of patients responded with either of the “Yes” options.
5. “Overall how would you describe your experience of this GP practice?”- 76% of patients responded “Very good” or “Good”.
* Mr SA shares his positive feedback with the room and agrees that the data provided proves a huge change in accessibility of appointments and positive changes to the system in practice.
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| **Questions and Points raised** | * Questions asked (some of them were to feedback on Practice services):
* Mrs MN raised a question about the process of requesting medication via pharmacies vs. the Practice. The process explained by MZ who stated that patients were expected to inform what medication was required rather than rely on automatic ordering by Pharmacies. Repeat prescription could be requested online, via pharmacy or in person when visiting the reception.
* Mrs SM- shares concerns that her NHS app doesn’t work – MZ explains that will help with patient’s enquiry after the meeting.
* Mrs AS- shared positive feedback re. accessibility of appointments since booking system changed but also share concerns about the latest news in reg to limited number of slots to be offered by GP (according to BBC news). Dr CN explains not to worry too much as this is something that British Medical Association expects. BMS propose the guidance which says that 25 patients (per Dr /day) should be the limit and any further than that becomes unsafe, and most GP’s will deal withs sort of double that in a day just because demand is so high at the moment.
* Mrs JW – shares concerns around not being able to do online form – again MZ explains no need to do the form online if not able to. She informs patient that tablet is available at the reception and admin staff happy to help. For Housebound / Unwell patients – form can be also done over the telephone by calling reception.
* No more questions asked.
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|  | * MZ and Dr CN thanked all those who attended and had contributed to the PPG. Minutes would be prepared and circulated. A date would be arranged for the next meeting in the next few months.
* The meeting closed at 4.20pm.
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