

# Minutes

## St Johns Medical Centre Patient Participation Group

DATE & TIME	Tuesday, 25 <sup>th</sup> July 2023, 6-7.30pm
VENUE	F2F St Johns Conference Room
MEETING CALLED BY	Vanessa Lad, Operations Manager

### IN ATTENDANCE

Vanessa Lad, Operations Manager (VL)

Dr Nigel Lord, GP Partner (NL)

7 Patient Participants

### WELCOME, INTRODUCTION & APOLOGIES

No apologies

New participants were welcomed by Vanessa

The minutes were referred to from the last meeting and there were no issues arising.

### AGENDA

#### **Patient Access – Feedback on Revisions**

#### **VL presented to the group an overview of processes.**

- New system was brought forward and went live on 3.7.2023.
- The new system from both patient and practice perspective is considered to be successful but still early days.
- GP working closely with reception to triage (using a traffic light system) and disperse work to other GP's, allied and nursing teams.
- Routine appointments are now sought via Ask My GP (AMGP) and attended to within a few days but, often within 48 hours. Access to AMGP is now open most days from 8-10am. There have been two days at the time of writing where the system closed early for operational reasons including staff sickness
- Urgent appointments are made on the day via telephone requests.
- NL & VL explained demand dependent due to operational issues such as GP sickness absence and how the surgery must respond to meet need and prioritize.  
In general, there are recruitment issues within the surgery in terms of the need for more receptionists, GP's etc. and this also impacts service delivery. The surgery has a full nursing team. NL clarified the role and function of the clinical pharmacy team and further explained how they differ from community pharmacists. University students are supporting recruitment gaps over the summer months in reception.

- There is further work in progress in looking at other systems of work, alternative technology options etc. in a second phase. There will be updates at the next meeting about this.

### **GP Patient Survey**

- A national survey, St. John's have no control with regards to random participant samples.
- The survey examines patient response to Accessing the Practice and Appointment Experience
- St. John's is a 'Good' practice in accordance with the Care Quality Commission (CQC). NL explained the tier system the CQC adopts in rating medical practices.
- VL explained that there was nothing unexpected in the results in her presentation and overview of the survey findings.

### **Any Other Business, (AOB)**

Other important points of discussion arise during the meeting.

- Recruitment
- Analysis of test results and communication systems to patients including recall.
- Merits of Physio team and their role and function as First Contact Practitioners, (FCP), how they help GP's save time and resources to focus on more complex musculoskeletal (MSK) conditions. There are plans for FCP's to develop joint injections to support GP's MSK injection clinics.
- Merits of Clinical Pharmacy team, (see above).
- No further AOB

### **NEXT MEETING**

Tuesday, 19<sup>th</sup> September, 6pm.

The meeting closed at 7.15pm, VL thanked all for attendance and participation.