

PPG Meeting 13th June 2023

Meeting Room 1, St Johns Medical Centre

18.00-19.30

Attendees

St Johns Medical Centre:

Dr Nigel Lord (NL - GP Partner), Vanessa Lad (VL - Manager)

Members:

Welcome & Introduction

VL Welcomed everyone to the meeting, thanked everyone for their presence today. Members both St Johns and patients introduced themselves.

Member requested that people do not talk over each other

Draft Constitution

Members presented with a copy for comments prior to next month's meeting

Patient Access

NL discussed proposed changes to patient access system w/c 26/6/23 with how we would manage routine and urgent appointments. Possible clinician supporting reception.

Member asked whether it would be possible to test the system before it goes live however this is not possible due to the quick launch.

Member stressed how important it is to educate patients on the new system and make it clear that the old system won't be reinstated. Will the practice be doing metrics on the new system?

VL/NL mentioned that we do friends and family text and also have paper slips should patients wish to contribute feedback after an appointment. Also word of mouth, patient surveys and effective compliments, comments, concerns and complaints procedure

Partners: TG Earnshaw Dr S Hanley Dr K Hayhurst Dr NP Lord Dr DJ Marsh
Dr L McCune Dr C Pughe Dr T Sandels Dr MS Sangha

Current Restraints

Discussion of current issues in primary care – sickness, GP's retiring early, general GP shortage, less onerous to do locum or private work, Funding and operating models – rise in private practice.

Future / Long term Improvements

By both practice and wider plans to re-establish pre-covid levels/systems. Aim to improve continuity of care.

New initiatives such as statin clinics.

Members asked about our do not attend (DNA) rate for missed appointments. VL cited last quarter was 3% which is an improvement. Member asked whether the practice can start charging for missed appointments however VL said that this can cause inequalities across healthcare, not in line with NHS values and sometimes those who frequently miss their appointments are the ones who may need care more than others / may be severely unwell. Member asked whether upcoming appointment reminders can be sent to help with this – this is currently in use where a message is sent

Named GP

Member raised who is your GP? Patients raised that they cannot see the same GP all the time which some patients prefer and others don't. What happens with letters sent to a named GP – not all letters go to the named GP, some do, some go to others and some are dealt with by admin. All letters we try to deal with on the day. It would be impossible to save letters for the named GP due to working pattern / urgency/ more popular GP's or GP's working more days having higher workloads.

Member felt that there is a mismatch with requesting a particular named GP for an appointment vs who you actually get seen by. VL said St Johns is a large practice and whilst we try to accommodate it isn't always possible. Probability of seeing the same GP in a small 4 GP practice is greater than here where there are more than 16 GP's.

Staff Health & Wellbeing

Member asked how the practice support staff. VL replied with open door policy, workshops, confidential helpline ran by trained personnel independent of the practice. All clinical staff have a mentor. Discussed at past meetings cost of increase living, saving tips

Patient Support

What do we do as a practice to support those with special needs for example, autism. NL advised that we practice an autism friendly protocol. NL suggested that this would be a good quality improvement topic for the GP training programme; this was on hold since covid but is being reinstated this summer

Support for patients who are not tech savvy

AOB

St Johns does a great amount of positive work and that this should be shared – member suggested a 3 minute video on our website and playing on our waiting room screens to demonstrate

Members raised a significant increase in patients from overseas that are residing permanently in Altrincham. Voted as one of the best places to live and raise a family in the North West – lots to offer in terms of education, job prospects etc What support is there for language translation, a member has experience from hosting a family from abroad. The practice uses language interpretator services, we also can request British Sign Language assistance, some staff are bilingual. Member asked how we charge non-UK residents – this can be private but health comes first.

Next Meeting

Next meeting to be arranged and communicated via email. Still will retain meeting in July albeit may be a different date as members feel it would be useful to feedback on patient access changes / due to April's not going ahead.