

**PPG Meeting 31st Jan 2023**

**Meeting Room 1, St Johns Medical Centre**

18.00 – 20.00

**Attendees**

St Johns Medical Centre:

Dr Nigel Lord (NL - GP Partner), Vanessa Lad (VL - Manager), Lynnette Johnson (LJ - Lead Administrator), Rasha Al-talib (RA - Pharmacist), Sarah Warman (SW - Social Prescriber)

**Members:**

**Welcome & Introduction**

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

NL arrived slightly late due to a delayed patient – apologies given

**Draft Constitution & Frequently Asked Questions**

Both circulated as an attachment prior to the meeting and also provided as a hard copy at the meeting. PB commented on some of the terminology used in the draft constitution paperwork and will screen and feedback, VL stated that is much appreciated. It was also commented whether this constitution is used elsewhere, VL yes across the Primary Care Network. CR and PB mentioned that previous emails on more than one occasion were not sent as a BCC, VL apologised and was aware and that this would not happen again. All in agreement for future comms to be sent as BCC and should the need arise for details to be shared to seek individual consent

**Presentation from Social Prescriber, Sarah Warman**

Attached powerpoint from the meeting. Sarah gave an overview of her role and how it offers a

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

holistic approach including help with housing, debt management, activities to promote health and wellbeing. SW will share the link for self-referral on our website

### **Presentation from Pharmacist, Rasha AlTalib**

Attached powerpoint presentation. Rasha have an overview of her role and what it includes – structured medication reviews, reviewing hospital discharge letters, blood pressure and diabetic reviews.

Some patient members of the group were unaware of Pharmacists and Social Prescribers and suggested a video could be made to be put up on the website and also to be played in the waiting room. I can since confirm there is a video illustrating the Pharmacist work and information pertaining to Social Prescribers including the self-referral link under the “Patient Info” section on St Johns website.

### **Patient Access**

Members of the group raised a question of not being able to get an appointment through the online portal Ask MY GP or experience high call waiting times on the phones line particularly on a Monday. NL stated that Monday is our busiest day and that patients tend to contact us following on from the weekend where there are limited NHS resources open. NL explained that St Johns are having a patient access meeting with VL and Partners present with a view to review patient access and a alternate appointment systems.

Two members mentioned they have no issues with patient access and another cited he has been writing letters in for actioning. NL cites they are dealt with quickly as scanned within 24hrs to the system but not the way forward. A member cited whilst access has been difficult it has been improved in the 2years since VL has been there. NL agreed and VL appreciative of comment.

Mention of MS overseeing a successful covid vaccination programme and thanks.

Ask My GP (AMG) was great some years ago and the system was available until mid afternoon but not fit for purpose anymore. Also, patient's expectations have changed over the years.

NL explained how the triage system worked and that there were less missed appointments. VL confirmed that currently this is 3%. SJMC have more the national average of appointments. NL very briefly went through how the practice model.

PB and JLL raised the query as to why on Thursday there are only 2 GP's working as per AMG information shown. VL explained that there have never been two GP's on a Thursday at least in the 2 years she has been there. The 2 GP's displayed work from the AMG system and others that are in that day work from a different booking system.

NL mentions there are 9 Partners, 6 Salaried GP's, locums Nurses, Physios, Pharmacists at the practice. Unable to recruit more GP's due to shortages and stress, greater workload demand. More GP's leaving the register. Salaried GP's are on a different contract to Partners – British Medical Association (BMA) and subsequently their workload is capped and the remainder distributed amongst the Partners. GP's deal with prescriptions, test results, letters from hospitals, referrals, face to face appointments, telephone appointments, home visits, care home visits.

Next meeting to be arranged and communicated via email but anticipated to be April '23.