

HARLEQUIN SURGERY

PPG AGENDA

Date: Monday 13th June 2022

Time: 4.00pm – 5.00pm

Location: Harlequin Surgery

CHAIR – MR ALVIN FOLLOWS (AF)

OTHER ATENDEES: BEVERLEY FOLLOWS (BF), JOSIE MCCUTCHEON (JMC), MANJIT NAGRA (MN)

1 – STAFF UPDATES

- Dr Heritage has now left.
- Dr Raithatha has returned following maternity leave.
- Dr Begum is a new full time salaried GP.
- Martin Doherty is now doing on-call duty.

2 - RECEPTIONISTS

JMC advised that we now have a larger team of receptionist'. BF praised the receptionists for their hard work and feels they are always polite when she speaks to them. It was agreed that abusive patients should not be tolerated. MN advised we will remove any patient who is abusive following our Zero Tolerance policy.

3 - APPOINTMENTS

JMC advised we are now offering more face-to-face appointments. MN advised a few online appointments are now available.

4 - COVID VACCINATIONS

JMC advised we are currently offering the booster vaccine to all care home residents, housebound patients, over 75's and patients on the 'at risk' list.

BF felt it is a shame Carer's are not included in this cohort, but understood we have no control over this.

5 - PATIENT SURVEY RESULTS

MN advised there were 417 surveys sent out at random choice. 144 patients sent surveys back. Our key areas for improvement are:

- **16%** of respondents usually get to see or speak to their preferred GP when they would like to.
Local average 38%, National average 45%
- **54%** of respondents are satisfied with the general practice appointment time available.
Local average 62%, National average 67%
- **56%** of respondents were offered a choice of appointment when they last tried to make a general practice appointment.
Local average 62%, National Average 69%

Following this feedback we have done an in-house survey and are now offering extended access on Thursday evenings and Saturdays.

6 - SHARED CARE RECORDS (SCR)

MN explained that the SCR information means that care in other settings is safer, reducing the risk of prescribing errors. It also helps avoid delay in urgent care.

A SCR holds important information about:

- Current medication
- Allergies and details of any previous bad reactions to medicines
- The name, address, DOB and NHS number of the patient

Additional information in the SCR such as details of long-term conditions, significant medical history, or specific communication needs is now included by default for patient with a SCR, unless they have previously opted out. There was a temporary change to include COVID-19 specific codes, in relation to suspected, confirmed and shielded patient lists, and other COVID-19 related information. Unless a patient wishes to opt out, this information is updated automatically.

Data within the SCR is protected by secure technology. Patient data is protected by strict information governance rules and procedures.

Patients can opt out of having a SCR by completing an opt-out form on the NHS digital website.

BF and AF both agreed this is a great way of providing safer emergency treatment to patients with long-term health conditions and allergies.

JMC advised further information for patients will be added to our website, notice boards within the practice and the digital screen in reception waiting room.

7 - AOB

PPG recruitment of new members:

Prior to today's meeting we sent a survey to patient's to decide what date and time would be best suited. We received 21 responses and the outcome suggested a Monday at 4pm – 5pm was the preferred time and date. (Survey results **appendix 1**).

A further questionnaire survey was then sent out to see who would be able to attend the meeting once the date had been set, to which we got 9 responses (see results **appendix 2**).

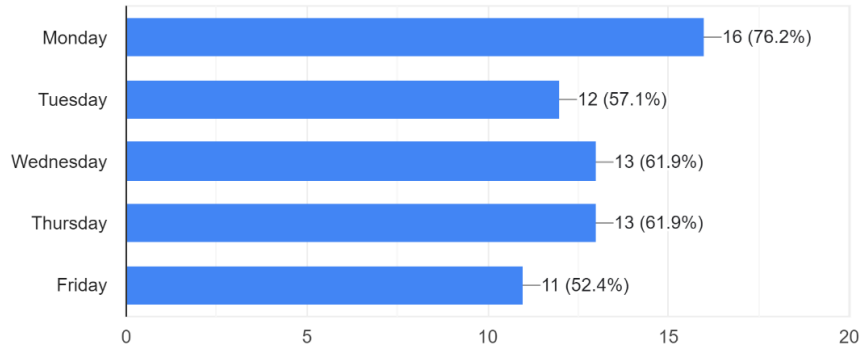
JMC will send more text messages out to a group of patients to try and get more PPG members attending the meetings going forward.

8 - DATE OF NEXT MEETING

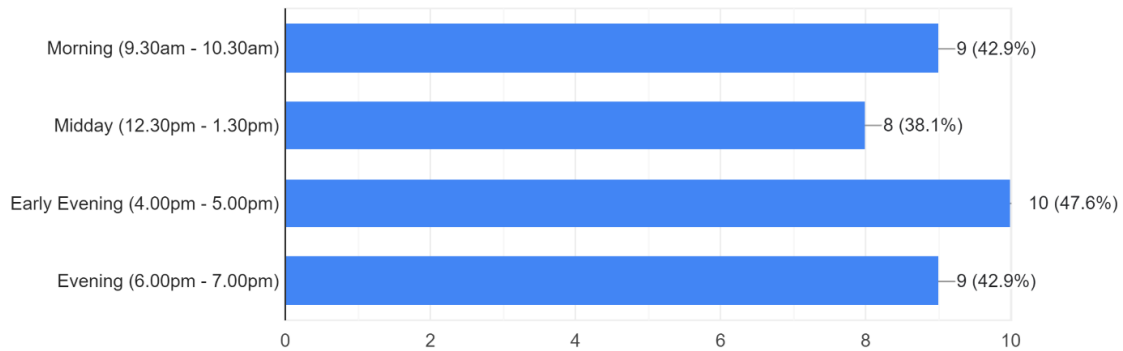
Suggested date of Monday 12th September (TBC)

Patient Participation Group – Survey for preferred meeting dates/times 2022

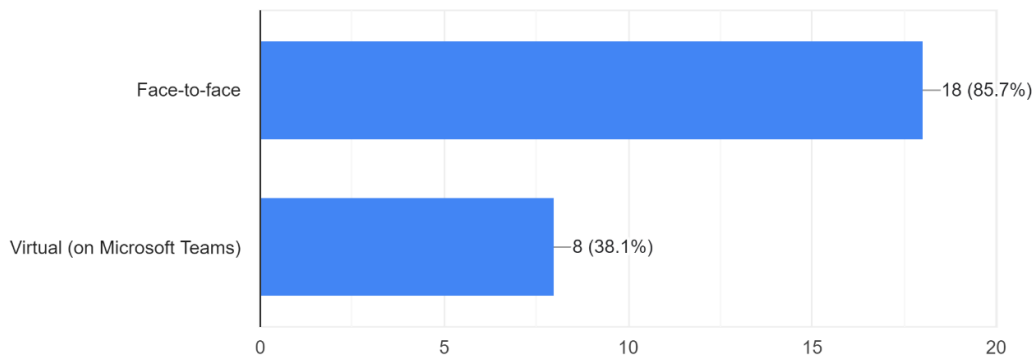
Please select which days of the week you can attend meetings. (You can tick more than one box)
21 responses



Please select what time of the day best suits you. (You can tick more than one box)
21 responses



Would you prefer the meeting to be face-to-face or virtual? (You can tick more than one box)
21 responses



Survey opened 12/5/2022 and closed on 30/5/2022
Emailed to all PPG members 12/5/2022 & 26/5/2022

APPENDIX 2

I am able to attend the meeting on Monday 13th June, 4.00pm - 5.00pm at The Harlequin Surgery.
9 responses

