

Trinity & Bowthorpe Medical Centre – Bowthorpe PPG

Date: 1.11.2021

Present: 8 x PPG members, FW, NM, JC

| Item | Notes | Document Attached | Owner | Time Allotted |
|--------------------------|---|-------------------|-------|---------------|
| Previous Meeting Minutes | n/a restarting since pandemic | | FW | 1 min |
| Previous Action Points | n/a restarting since pandemic | | FW | 1 min |
| Practice Manager Report | <p>Best practice for online forms management – having undertaken patient feedback we have adapted the way we use the online forms such as providing specific appointments, more informative replies and a quicker turn around time for response. We recently gave a presentation to the CCG and this will now be presented at the NHSE national IT team forum as best practice.</p> <p>New pilot due to patient concerns with website – Trinity Street PPG undertook a mapping morning for the website, going through the wording and layout, this led to an overhaul of the website and we are now piloting the new look that will eventually be rolled out nationally.</p> <p>Telephony company extended call queue, relieved issues with getting through – Through mapping patients concerns we noticed that a lot of frustrations around the call queue, so we extended the call queue to 30, patients are now having there calls answered and not having to make repetitive calls to get through.</p> <p>Face to Face throughout pandemic, navigating how to bring patients in safely, clinical need – patient data shows we are now providing 30% face to face, however the reporting is not easy, i.e. some appointments are used for face to face but as these are not coded, it isn't added to our numbers, so we are providing more than this, but the data quality is an issue.</p> <p>Additional team recruited for influx of work, pandemic related backlog etc. – Now have enough reception staff to ensure that if there is a member of staff awaiting PCR results we are able to cover this and provide a safe, effective and sustainable service.</p> <p>Patient List – Continues to grow which is a healthy sign.</p> | | FW | 10 min |

| | | | |
|--|---|-----------|---------------|
| <p>PPG Questions</p> | <p>Website – When forms are passing from the administration team to the GPs, is communication effective? <i>The package provided for the website and form submissions allow us to assign, with notes for effective handover.</i></p> <p>Website – Is it possible for the forms to be open during the weekend? <i>At present we are unable to take on additional unfunded work and the urgent forms for patient concerns would be lost on a Monday morning, raising concerns for safety. However, we would like to move towards having certain forms (that are not used to request appointments) available outside of practice hours.</i></p> <p>Carers – Are patients from other practices able to register at Bowthorpe Surgery? <i>Yes, if they are in the catchment area (which can be viewed on the website) they can register with the practice.</i></p> <p>Reception Team – They are very helpful and give plenty of time to help explain the website and how to navigate through this. <i>Thank you for your feedback, it really boosts morale to hear 😊</i></p> | <p>IW</p> | <p>10 min</p> |
| <p>Doctors Report DR N Morton</p> | <p>Abuse against practice staff – national issue, we try to approach with education, although this does take time. For example, we have only provided on zero tolerance letter in the past 6 months, requiring an apology, which was a useful tool. We continue to map all patient concerns to see any trends and use this as a learning event for the practice. It is helpful to hear positive feedback and would appreciate any good experiences written on health watch.</p> <p>Face to Face Appointments – Continue to provide thee in practice, ensuring we bring those when needed safely. We continue to open both front desks at both sites.</p> <p>Staffing – 6 GP Partners, 3 Salaried GPs, 3 practice nurses, 1 Health care assistant, 2 practice phlebotomists, 4 managers, 3 secretaries, 4 administrators and 14 receptionists.</p> <p>Primary Care Network Staff – Have launched an on site room for PCN staff, this means we have on site access to Physiotherapists, Dietician, Pharmacists and Social Prescribers.</p> <p>Covid Vaccinations – We provided over 50,000 of these during the clinic.</p> | <p>AG</p> | <p>10 min</p> |
| <p>Doctors Report Dr J Craig</p> | <p>STP – Health and Social Care, starting in April, awaiting more information at this time.</p> <p>Online forms – We must ensure that the team are reading the whole form including the bottom of the page that is not instantly visible, as this includes additional information that we do not want to miss. FW to liaise with the Reception Manager.</p> | <p>FW</p> | <p>10 min</p> |

| | | | | |
|---|---|--|----|--------|
| <p>Primary Care Network PPG Rep</p> <p>Sujata</p> | <p>Sujata introduced herself and her role as the PCN PPG co-ordinator</p> <p>Discussed having Health Watch attend the PPG to discuss the role they play.</p> <p>It is helpful for her to see trends to inform commissioners of services what patients want.</p> <p>Looking for ideas on how to improve communication with patients and how patients can be more actively involved in their surgery.</p> <p>PPG noted that the Bowthorpe News could have some good news information about Bowthorpe Surgery on a monthly basis to put information about the practice into patients' hands.</p> <p>Could also make the Patient Information Screen in the practice live with useful information again.</p> <p>Website to provide regular updates of services</p> <ul style="list-style-type: none"> - <i>Note from the Practice Manager: Thank you for this information, I will look into setting up these ideas and feedback to you at the next PPG! 😊</i> | | FW | 10 min |
| <p>AOB</p> | <p>Open invitations to Trinity Street and Bowthorpe PPGs to commence for transparency and idea sharing, possibly joint projects.</p> | | | |
| <p>Next Meeting</p> | <p>Monday 7th February 2022 at 6pm.</p> | | | |