**PPG Meeting**

**05/06/2023 18:30**

**The Willows Medical Practice**

**Present: Dr J Amin (Practice GP)**

**Shaun Jeffers (PM)**

**Louise Hoare (ANP)**

**Dawn Orro – Receptionist**

**Tara Fagbemi – GPST3**

**John Otutu – Patient**

**Lillian Fallows – Patient**

**Margaret Washington – Patient**

**Debra Washington – Patient**

**Constance Wallace – Patient**

**Janice Raycroft - Patient**

**Chair – Tara Fagbemi**

**Minute Taker: Shaun Jeffers**

**Minutes will be shared on Practice website.**

**1. Introductions: TF Welcomed all present to the meeting. TF explained Housekeeping, toilet facilities and Fire Alarms/Emergency exits. Thanked all for coming to the meeting, explained feedback is welcomed so we can engage with our patients and understand any frustrations which they may have.**

**2. Apologies: No apologies made.**

**3. Minutes from the last meeting: These were reviewed and any actions following the last meeting were discussed. It was noted there were no concerns other than name badges that were raised, and this has now resolved.**

**After a brief overview of the previous meeting, it was agreed that we would be discussing the below themes:**

1. **ACCESS TO GP**
2. **INVESTMENT INTO NHS PROPERTY**
3. **SERVICES IN COMMUNITY**

**\*Would anyone Patients or Practice staff wish to discuss anything else during this time? \***

All parties remained quiet.

**ACCESS TO GP SERVICES**

**Face to Face appointments were discussed in the last meeting, how do we feel this has improved?**

**JR mentioned that she finds it stressful to call in for appointments in the morning, having to be on the queue for so long. She prefers to come in for face to face. She also mentions feeling embarrassed and self -conscious when reception team are asking for more details about her on the telephone before booking an appointment and especially when she can hear background noise on the surgery end of the line and finds herself wondering if other people can hear her information. She would much rather not need to give so much information at the desk and prefers to give her information directly to the doctor at her appointment.**

**TF explained she understood her frustrations and advised that all GP surgeries in Primary care have a high demand on the phones especially in the mornings. TF explained there are a couple of options which could help, we have a call back feature where if you press on whilst you are on the phone this will stop the call so you don’t need to wait and once a receptionist becomes available it will automatically call you back. This avoids unnecessary queuing on the phone. Alternatively, you may use our practice website to send in a patient triage, this may be more suited as you don’t need to wait on the phone to get through and you also don’t need to discuss your problem with a receptionist. This will go through to the GP where they will triage it and arrange a follow up for your problem. In regard to background noise on the reception we would raise this internally in our next Practice meeting.**

**RY explained this sounded great and was happy with the response.**

1. **Access to GP – Location, Parking, lighting etc**

**All patients agreed that they had no concerns around the area of the Practice, DW mentioned parking was a problem on certain days and cars were left waiting for a space. SJ explained that the health Centre next door has more services running on certain days which means the car park can become busier, SJ highlighted that in the interest of patient safety we have recently installed X2 Zebra crossings in the car park and more parking was available on the main road if patients wanted to park there. No concerns raised around lighting; sufficient lighting is available throughout the winter Months.**

1. **Message on the phone, informative?**

**LF mentioned the phone message can sometimes be long and repetitive. SJ explained the feedback was very useful and we would look to change the messages more frequently to keep on trend with what’s going on in Salford and linking in with what JR mentioned earlier (waiting on the phone – go to website instead?) JO Mentioned he heard the message about PPG meeting and enquired about the meeting and found this useful. SJ Took on board the feedback and will monitor the message going forward.**

1. **Waiting times on the phone/in reception?**

**Patients general consensus was its not too bad, it can be busy in the mornings however access to get through to someone was generally good.**

1. **Length of time from booking to appointment feel is acceptable?**

**Patients expressed that they felt this was excellent based on previous experiences with other surgeries, JO mentioned he used to was 3-4 weeks for an appointment whereas here he can get in sometimes on the same day.**

1. **Any concerns or feedback on reception team in relation to bookings of appointments.**

**MW reception are great, always helpful and will go out of their way to help, Dawn (present) was complimented on a number of occasions.**

1. **Physios – any feedback?**

**TF explained we have recently started using Physios in the practice and it was asked if this had made a difference to the patients. Unfortunately, none of the patients have needed to use this service yet. TF explained that the service is there if they have any musculoskeletal problems, i.e back pain/shoulder/arm pains etc.**

1. **Practice Nurse – any feedback?**

**DW mentioned that the nurse has always been fantastic with her mum if she has needed any appointments, she has always treated her with respect. Others commented on the same, TF commented on our recent patient feedback for May 2023 that its great that we get such positive feedback, and the nurse is always on here too so it was positive that you feel this way.**

1. **Access in the community, i.e hub, OOH, Pharmacy – any feedback on experiences?**

**All patients present had used the hub in the last 6 Months when they were unable to obtain an ‘on the day’ appointment where needed and found this to be a fantastic service, JR mentioned the only problem was parking at the hub. SJ explained that this had been raised with the PCN team and they now offer services at Pendleton Gateway on Saturdays which has sufficient parking. If they needed attend on the day at the Mon-Fri hub, there was a bus stop directly outside the hub.**

**Any other things wish to discuss around GP ACCESS?**

**All responded no.**

**INVESTMENT INTO NHS PROPERTY**

**Over the last 12 Months we have pushed for investment into the property, for example, new paint/flooring, new toilets, updated waiting room, updated fire constellation works in ceiling/new fire doors to improve safety for patients and prevent spread of fire in emergencies, new electronic doors at entrance, 2nd new door being replaced on 18th/19th June (further fire safety improvements) along with further new flooring throughout the reception areas.**

1. **Understand if this is noticed by patients and do they understand the benefits of funding being spent in this way? Any comments?**

**Patients agreed the practice was looking great, “cleaner than ever”. TF explained its also important to keep the practice inline with any infection control policies which protect our patients and keeps them safe. All agreed.**

1. **If we could put forward any suggestions to the NHS how would our patients feel the building could be further improved?**

**Only thing which was mentioned was more parking facilities. TF explained that she would feed this feedback to the NHS Property Services team.**

**PATIENT SERVICES IN THE COMMUNITY**

**Do our patients understand the services which are on offer to them in the community and do they feel that these are of benefit to them? Complements the improvement of access to the GP Service.**

1. **Local Pharmacies, minor ailment scheme – Any comments?**

**Not really aware. DO explained that they are able to direct patients directly to the Pharmacy from the reception desk for minor problems, such as light burns, coughs, colds, fevers, hayfever etc and the pharmacy would be able to help and prescribe medication for you. Patients were not aware of this. DO said its great because patients don’t always have to see a GP in these situations.**

1. **OOH Service, have you used it, how did you feel they supported you? Any other comments?**

**No concerns raised.**

1. **111 Service, have you used it, feel supported? Any other comments?**
2. **No concerns raised.**
3. **District Nurses – Any comments?**
4. **No concerns raised.**
5. **Ask – any other services patients use which they would like to discuss or raise**

**All responses No**

**\*Pick up on any other topics people wish to discuss from the agenda topics\***

**6. Practice Update & AOB**

**Shaun thanked everyone for attending especially on such a warm evening, but feedback is essential in our journey to continue high service for our patients. All patients agreed and their opinion was the service they get they can’t complain. SJ advised we do welcome patient feedback – good or bad and patients can give this feed back to anyone they see. We have a robust process in place for acting on feedback to ensure we are listening and responding to patients.**

**TF - Any other business?**

**JA – No**

**SJ – No**

**LH – No**

**DO – No**

**JO – No**

**LF – No**

**MW – No**

**DW – No**

**CW – No**

**JR – No**

**TF – Thanks and closed the meeting : 19:25**

**Date of next meeting**

**16th January 2024**

**Meeting Closed At: 19:25**