

Mansfield Park Surgery

Minutes of the Patient Participation Group meeting held:

16th July 2024

PRESENT: Roy Cleaver (Chair) Louise Webb (Deputy Practice Manager), Karin Black, Diana Constantine, Chris Harris, Joy Kelsey, Janet King, John Leech, Patricia Lyons, Gill Siddall

Apologies: Louise Crow, Hilary Oldham, David Tullett, Johanna Tyler, Stephen Wheeler.

In attendance: Dr Sophie Beer

The Chair welcomed Dr Beer to the meeting

Declarations of Interest and Quorum

There were no declarations of interest and the meeting was declared quorate

Welcome: Chair opened the meeting and welcomed new members

Minutes of last meeting: The minutes of the meeting held on 23 April 2024 were accepted as a true record.

Members Questions: Members were invited to put questions to Dr Beer.

1. Long term conditions monitored by blood tests:
 - a. Every blood test has to be scheduled by a doctor dependent on specific timely patient needs
 - b. Patient can explain to receptionist that it is a repeat blood test and this may allow it to be booked without a doctor's appointment
 - c. Patients can use e-console to book/request blood tests in some circumstances
2. What can be done to reduce phone waiting times?
 - a. If patients called for results in afternoon as suggested to them, rather than other times
 - b. Patients can use NHS App for results.
 - c. There is a callback function that is activated automatically if more than 10 people are in the queue
 - d. Average wait times for the busy period of Monday am is 7 minutes.
3. Have you considered an online booking system for routine appointments?
 - a. An online system is available for certain appointments
 - b. GP appointments not deemed safe to be booked online at present
 - c. Triage of phone calls not used at present as we are a rural practice and believe this may cause a delay in problem solving
 - d. E-consult is available but not widely used
4. Could the waiting room be used for chair yoga?
 - a. Waiting room is almost always occupied so this is not deemed feasible at present
5. Private immunisations – how can these be registered to patient records:
 - a. Pharmacy should be automatically updating the practice after immunisation have been completed

- b. Patient would need physical proof immunisation has been carried out to be able to register with practice

Practice update – Deputy Practice Manager

Building: - Insurers and Loss adjusters need to agree as a significant number of repairs which need to be carried out. The loss of a consulting room is a problem. An application for an extension is “sounding positive”. Solar panels are expensive. Alton Energy could be asked to do a free survey.

Action 4: KB to give LW name

Staff- Two new staff members being advertised for: Cardiology Administrator and Nursing Associate. The Dispensary is still down one staff member

ICB still holding off on renewing Cardiology contract, surgery has not received payment for services since February. Service is very well received by patients at the practice. **Action 1 & 2:** Advertise service

Website: Looks good other than a new colour has been requested by doctors. NHS website address has been requested.

Flyers: Layout and writing all complete and agreed, photo needs updating. **Action 3:** LW will inform everyone when flyers ready for delivery to all areas.

Patient Survey – The National one available is on NHS website. An internal one has been carried out and Chair was requested to collate the results and feedback to LW – **Action 5**

Autumn inoculations – to be carried out in October – there will be separate jabs for Covid and Flu

Health Talk – The health talk on 30th April by Dr Peter Savill was extremely well supported and very well received by all who attended.

Future Events and Ideas:

Preference was for a 7pm start in future events.

Next talk to be looked at for Sept/Oct on Cancer services or Diabetes - **Action 6**

The door from reception into waiting room is very stiff - This needs to be rectified especially for disabled patients

Next meeting 8th October 2024 3pm – AGM. Anyone interested in any of the elected seats on PPG to contact LW.

Actions

Action 1: Speak to Dr P Savill re publicising Cardiology Service at practice

Action 2: Chair to write an article for the Alton Herald re Cardiology Service

Action 3: LW to inform PPG when flyers complete and ready to be delivered

Action 4: KB to give LW name of energy company who will do a free survey for solar panels

Action 5: Chair to collate the results of the internal patient survey and feedback

Action 6: LW to speak to various people to see who would be willing/able to deliver a talk in Sept/Oct

The Chair closed the meeting at 16:30