

Greenfield Medical Centre

Patient Group Minutes

23rd November 2023.

4 Patients attended the virtual meeting.

Jacqui Tonge Greenfield Medical Centre Managing Partner

Amy Linge – Reception Manager.

- JT thanked all those attending for their time and apologised for the longer than usual gap in between meetings.
- Refurbishment – The practice is undergoing refurbishment of all the consulting rooms. Including new flooring/ redecoration / replacement splash backs /taps and sinks. The work is expected to be finished by Christmas and minimal disruption is expected.
- Winter pressures and practice planning – JT advised that both Dr Briffa and Dr Kapoor will be out of the surgery during Jan/Feb and March for Dr Briffa. The practice has had advance notice of this and has engaged cover to support the remaining clinicians. The practice also has a clinical pharmacist for 9 sessions per week and 2 paramedics for 4 sessions per month. Additional clinical time is available by an advanced nurse practitioner based at the primary care network hub at Elliot Road Surgery on a Thursday and out of hours on a Saturday. In order to support the clinicians during the demands of the winter season the practice has reviewed its appointment system for the winter months and presented this to the group for their feedback and input. The group were supportive of the planned changes and were pleased that patients would have more options in advance booking and that patients who may not be able to access the online options would be supported to accessing the service by alternative means as these would have been their key concerns. JT advised that the practice would be constantly evaluating the system by patient and staff feedback, and that JT would feedback via the patient group as to how it was being received.
- JT explained that the practice would be advocating the use of the NHS App for patients to access their results. It was queried whether results can be given if not reported on. JT advised that until a doctor reports on it at the surgery end it won't go onto the app. If a patient urgently requires a report that has not yet been reported on this can be emailed on request.
- Virtual group consultations – these have been progressing well and have been utilised to support patients in managing high cholesterol. A further 2 meetings are planned.
- Local diagnostic tests, it hoped that ECG and spirometry tests will be carried out locally probably at our local primary network hub. It is hoped that this will happen early in the new year, resulting in shorter waiting times and a more accessible location.

- Annual complaints review. JT went through this year's complaints and outcomes and explained the value in having an annual review that is shared not only across the practice but with the group, enabling learning and sharing.

Next Meeting TBA.