

## Minutes PPG meeting 19<sup>th</sup> December 2022

### Present

Dave Gumm/ Carole Doran/ David Ainslie/ Viv Gunner/ Rita McNicholas-Gumm/ Samit Gaba/

Pat Whiteside/ Peter Wolton/ Andrew Turner

Martyne Vermaak/ Dr Sachdev/ Toby French/ Attika Hai

### Apologies

Tania Hewitt/ Karen James/ Peter McHale/ Tina McKenzie Boyle/ Margaret Timm/ Beryl Kingsnorth

### Business of the meeting

#### 1. New management team.

Toby French is the new operations manager. He explained his role which is to aid in the day to day running of the surgery. His role is still evolving, and he will be the main contact for the PPG. Any matters that we wish to raise with him should be sent to Dave who will then pass them on to Toby.

- It was felt that a guide about how to contact the GP would be a help, and the explanation on the web site could be more prominent.
- The issue of how to send in blood pressure results was raised.
- There is a problem with Babble Voice and Team which are the systems the surgery uses to contact patients on mobile phones. Sometimes doctors use their own phones. Dr Sachdev explained that all clinicians use the given contact numbers but sometimes with Teams they can't change how the call gets through.
- There is an ongoing issue about patients who don't inform the surgery when they change their mobile phone number!
- All matters were noted by Toby for consideration.

Attika Hai is the new business manager. Her background is in processing improvement. She explained her role which is gradually expanding. There will be some cross over with Toby's tasks.

#### 2. Review of 2022 by Dr Sachdev

- The use of Klinik has increased and has gone from 80 a day to between 400 and 300 a day.
- Information about how to use Klinik is on the website and the surgery regularly feedback ideas to the company who are receptive to making changes.
- He agreed that it is still necessary to get more information out to patients and problems will be addressed.
- He didn't think that posting out to patients was possible as there are now 11,000 patients.
- The Klinik form filled in by receptionists has been reduced.
- The online Klinik form is not available after 4 p.m.
- In a further update on Klinik he explained that they get between 75% and 80% 'good' feedback per week.
- The number of face-to-face appointments is improving all the time and is good in comparison to other local surgeries. The trend now is for more face-to-face appointments and less phone calls during the day.

- He reported that there is still a need to change the perception that patients always need to see a doctor when other clinicians can often help, and phone calls are valuable. He agreed with the suggestions that more information on this should be in the next surgery newsletter, and that a video could be made and put on the web site, to help patients learn more about who can help them best.
- 5. The prescription hub is still lagging, but GPs are helping since, in the run up to Christmas, more requests are coming in every day and the numbers have doubled! Some prescription staff left recently but new staff are now being trained. Before September the surgery received around 250 prescription requests a day and now it's 500 per day.
- It is possible for patients to use Klinik for repeat prescriptions and Patient Access is available.
- He reported that the partners are in discussions that may increase the size of the Practice. Further news will be available as soon as decisions are finalised.
- A new partner will be appointed soon.
- There is no longer a possibility of a new medical building on Buckler's Park.

## 6. Terms of Reference

Changes to the document were agreed.

## 7. Newsletter

- Agreed a link to the PPG newsletter will go on the Practice website.
- Also, an explanation of the work of the PPG will be made available.
- It is possible that there could be a link to the virtual group that the surgery has access to.

## 8. Election of officers 2023

Since there were no requests for new officers, it was agreed that the people in post remain.

Dave chairman

Carole vice chairman

Beryl secretary

## 9. A.O.B.

After a discussion about the accounts, it was agreed that Dave will ask for a simple balance sheet from the practice.

## 10. Date of next meeting

It was agreed that we continue to have meetings every other month.

The next meeting will be on Monday 13<sup>th</sup> March, starting at 1.30

Please send apologies to Carole for the time being.

**Our best wishes to everyone for a happy Christmas.**