

Woosehill Patient Participation Group
Supporting the Doctors, Nurses & Staff of Woosehill Medical Centre
Minutes for the Meeting on 7th May 2024 at 17:00pm

Present: Robin Swan (RS), Jane Bingham (JB), , Sallyanne Steatham (SS), Nameer Al-Hadithi (NAH), & Marjorie McDonald (MM)

1. Apologies

Neil Hodgson (NH), Michael Taylor (MT) Rowena Beech (RB)

2. Minutes

Only glaring error is spelling of RB's surname in those present. The minutes were agreed.

3. Matters Arising

> We talked about PPG doing something in the next 6 months. One of the things was the sheet handed out for discussion (from another PPG)

4. Topics for AOB

Telephone callback system

Electrics in reception

5. Report for Patients (discussion sheet)

It was felt that it (us doing our own version of the practices service report) was a very good idea especially as when RS had a blood test he was told that the nurse had 5 no shows the day before.

It was felt that it could not be exactly the same as this one covers 5 practices. MM was not sure what the '20,303 appointments on the same day' meant (impossible). SS & RS read it as there were that many same-day appointments made during that period. RS asked for volunteers to move it on & MM volunteered.

SS said that the appointment system may be changing so it might be better to wait. This change could be because of all the complaints about ringing at 8:00am & finding that there are no appointments either on that day or the same day for the next 2 weeks. The staff have been told by a patient that they shouldn't do it that way as it's breaking the law??

We don't have eConsults - could this change? So we need to find another thing to put in there.

RS said he would like to see 'the number of patients we have' and 'the number we are funded for' - it was felt that this was a very good idea. JB thought that if this was done every quarter then we would have to have the notice up until the new one went up & our survey was annual so that meant that not much change was shown over a year. It was pointed out that the practice do a survey for every appointment - we get an email/message after every appointment. RS suggested that he & MM should speak to RB soon.

RS also said he would like to see the number of full time equivalent doctors/nurses/etc we have on the on the board with the names & photographs, underneath it could say this is equivalent to ... full time doctors etc, so that patients do not think we have twice the number we have.

Back to the sheet and under eConsult, perhaps we could use that with the number of referrals - including x-rays etc. Perhaps the number of the type of referral could be itemised too?

We take this sheet as an idea & adapt it to what is appropriate for us. We also have to adhere to what the partners think too. They already have a copy of this, so if we talk to RB she can liaise with the partners.

6. Practice News

- > Yang, our native mandarin speaking receptionist has left & gone to work full time elsewhere, she has been replaced by Karen who will not be able to do the job of translating with the number of Chinese patients we now have as she only speaks English.
- > Dr Farhana Lalani has returned after a year's maternity leave. Her days will be Monday & Tuesday rather than Tuesdays & Thursdays. She had a very bad experience on her first day back as there were problems with the technology.
- > Dr Little is one of our registrars, the other one is on maternity leave
- > Nurse Lou Greyfaulk is settling in extremely well & on being asked was she still enjoying the job, said that the patients were now getting used to her as appearances are everything & her tattoo's mean that she does not look *'how a nurse should look'*
Appearances can be deceptive
- > The drop-in day for the NHS app was discussed, several of us wanted to attend but couldn't. JB was there and felt that it was seen as chaotic by some patients - reason being that the lady running it was over 20 minutes late & people started arriving 20 minutes early, she wanted to use one of the computers in reception which wasn't an option as it was needed there. English was not her first language so there was a barrier there, she also got impatient with some of the patients. 2 of the receptionists kindly helped out with some patients.

Some patients went home without being seen.

There were a huge number of people there, it was a Wednesday afternoon so there were clinics all over the place.

The app can be a problem as result may be seen before the time the patient has been told to ring. The reason there is some leeway is because the doctors have to look at the results before anything can 'officially' be given.

This brought up Covid jabs & the fact that the NHS invited people to have the jab 2 weeks before the surgery, so a lot of patients went elsewhere. The question arises 'Why?'

7. Terms of Reference

As we still have not agreed to the changes made to the document amended in 2022 we really must agree or amend this again. Therefore it will be the be the first thing on the agenda next time

8. Any Other Business

- The telephone system - obviously has some bugs but there is one that I met when speaking to a patient who was not happy. She told me that both she & others she had spoken to had tried to hang up & be on the wait system whilst not holding the phone (ie ring-back). None of these people were rung back!!! I asked her if she pressed '1', she didn't realise that she had to so can we please make sure that this is emphasized as it is a simple error through misunderstanding by the patient. SS suggested that this could go on our sheet (discussed earlier) - the number of people that pressed 1 for a call-back. There is the problem that people do not answer when called back (that could also go on the sheet), unfortunately they maybe on the toilet etc.

Another problem with the phones is when there is a telephone consultation & the doctor rings 3 or 4 times in a couple of minutes & there is no answer (whatever the reason), a message is left. Can the call be later even at the end of the list in these cases, this way would prevent problems like waiting another week for an appointment & being classed as DNA. It has happened to other patients - in a black spot when travelling, phone loses its charge. This is life & when a call isn't answered the next appointment can be over a week away.

Looking at the comprehensiveness of the telephone system, it was felt that we could do a complete sheet on the telephone problems alone. The receptionists can see how many people hang up, do not answer the phone, how many are being helped, how many calls are being made by doctors/nurses etc.

- The electrics have not been working for over a month - the check-in machine was not working over a month ago causing long queues for check-in. This time not only was the check-in machine not working but neither of the screens in reception were working either. This meant that there was no way of letting patients know that it was their turn. Doctors & Nurses were having to come & collect their patients from the waiting room making it very difficult for them to keep to time and possibly sometimes not heard. This must be very hard for all the staff to cope with, long queues to check in (maybe making the patient late for their appointment) then physicians having to collect their patient from reception, from the patient's perspective it is watching to see which clinician comes to collect and hoping to hear their name. Other patients seem to think that as the check-in isn't working they should just sit and wait to be called - staff think that they are DNA's & they (the patient) can't understand why they had to wait over an hour. The reason for this chaos is that the old system broke, was mended & broke again! It is also out of date & so not easily fixed! A new system has been promised within the next 2 weeks so that normal (or even better) service will be resumed.
- We haven't heard anything from Tony Lloyd re the area PPG.
- RS said that he had heard recently that the Healthwatch have a massive budget for technology which we need to be aware of (what can we look at for our surgery)

9. Date of the Next Meeting

August 6th (Tuesday) 2024 at 5pm till 6:30pm

cc. RS, AR, JB, MT, NH, SS, NAH, ST, RA, KA, RB, CA, KL