Ilex View PPG Meeting Agenda

**Date:** 08.02.24 **Time:11.00am** Location**: Meeting room**

# Invited: Neil Crawshaw, Janet Birkins, Douglas Holbrook, Margaret Barnsley, Amy Tattersall, Debra Shannon-Wallace (secretary)

# Attended: Neil Crawshaw, Janet Birkins, Douglas Holbrook, Margaret Barnsley, Amy Tattersall, Debra Shannon-Wallace (secretary)

**Apologies:** None

**Topic 1: Welcome and Practice Update – inc CQC - Amy**

Amy advised that the CQC visit the practice had in November 2023 went well and we passed with an overall Good. The area which required improvement was ‘responsive’ availability of appointments, which is the same problem for all GP practices and an impossible ask.

Neil gave an example of how a family member who had a suspicious lump was seen when called for appointment and referred same day. Had an appointment a week later and then had an operation and had all clear within 1 month and 2 days. Margaret also gave an example of how quickly she was seen and referred to for her problem.

Amy commented that we have had an influx of patients joining the practice from previously registered local practices where they weren’t happy. She estimated an extra 1200 patients giving us a total of 9600 patients. She stated that if new patients are well, this would create a positive income for the practice but if coming to the practice unwell, this could have a negative impact on income.

**Topic 2: LMC Report – Amy**

Report from the chair of LMC outlines challenges that GPs are facing currently in Lancashire and Cumbria was distributed by Amy. Amy advised that the new GP contracts propose a financial uplift of 1.9% but has not been confirmed.

**Topic 3: Patient Survey**

Amy opened the survey box and asked for a member of the PPG group to volunteer to look at feedback and collate the data. The consensus from the surveys is that patients are wanting more appointments, which is currently unachievable. Margaret volunteered to take on the task.

Amy gave feedback from our reviews from NHS choices. Recently had 3 negative reviews; 2 were anonymous which was agreed is difficult to manage and resolve as we are unable to get a true picture of the scenario. PPG were invited to share their reviews on the platform if they wish. The named patient negative review was due to the patient not being able to have a telephone appointment at a particular time of day which suited him. He was offered a same day appointment at a different time. He also complained that the receptionist that took his call was rude and shouted at him. The phone call was listened back to and was revealed that the staff member was polite and caring towards him.

Neil asked if there was a way that anonymous reviews could be put on social media so that the surgery could have the right to reply. Amy responded that would be difficult without coming across as victimising the patient.

Neil commented on seeing new staff members. Amy confirmed that the 2 newest members of reception started last September are Laura and Natalya and have both settled in well. She also advised that Practice Nurse Cristal retires at the end of next month and that the shortlist for her position will be made today in hope of filling the position soon. Amy also advised that Ruth, the mental health practitioner has now retired after being off with ill health.

Amy reported that Pharmacy First service has now launched. Pharmacists will cover 7 common conditions including shingles, female adult UTI’s, sore throats, sinusitis, impetigo, infected insect bites and earache in children. This scheme is to direct patients to the pharmacy for these conditions in a bid to free up GP appointments. Amy reiterated that we currently have 4 GPs, Dr Sykes, Dr Nield and Dr Sultana who work 3 days a week and Dr Cooper-Moss who works 2 days a week.

**Topic 4:** **Dementia project update – Janet**

Janet had no update this month due to health reasons. Janet advised she was low on leaflets and that the downstairs foyer needed a top up. Amy suggested she email her with a list of leaflets required and she would order and would ask a staff member to top up the leaflets.

**Topic 5: AOB**

Neil suggested Dr Sykes to attend next meeting if possible.

**Actions**

Margaret to collate data from the surveys.

***Next Meeting –*** *Date****: Thursday 2nd May 2024*** *Time:* ***11am*** *Location:* ***Meeting Room***