

## Preston Park Surgery PPG Meeting on 16 April 2024 - NOTES & ACTIONS

**Present:** Dr Julian Greaves (Senior GP Partner), Janak Chauhan (Practice Manager), Mark Richardson (PPG chair), Mike Holgate, Barbara Loman, Andy Cheng, Sue Barton, Ray Robinson, Richard Gorf

**Apologises:** David Bowden, Barry Eliades

### Actions from last Meeting

- **Warfarin Service/INR checking:** Currently there is no service provided locally (currently PP patients have to go to Hangelton). It was agreed that Janak would continue see if the PCN might be able to provide the service. **ACTION: Janak**
- There still seems to be a problem with patients not receiving Friends & Family Test Returns after visiting a GP or nurse. The Returns are sent by text to patients and asks them *anonymously* about their overall experience of the service they received. Janak is monitoring it during April to locate the problem. **ACTION: Janak**
- The Practice has started texting patients on their database asking them if they would like to join the PPG. So far those aged up to 35 have been contacted and 10 have asked to join. The next batch (over 35s) are now being contacted. We now have 56 members on the PPG website database.
- Mark and David met with Dr Julian Greaves and Janak to discuss the how best the PPG could work with the Practice. Dr Greaves confirmed that the Practice was keen to keep in communication with the PPG and acknowledged that the PPG had been beneficial to the Practice. It was agreed that a GP would attend future meetings on a rota basis.

### Practise News

Janak presented the Friends and Family Test results up to the end of March 2024. They show that 95% of patients reported 'Very good' or 'Good'. (85% 'very good', 10% 'good'.) There were 3029 returns out of a patient list of 12,000 (2.5%). The main reason for the remaining 5% were to do with difficulty of getting through on the phone. The surgery gets 10,000 - 15,000 calls per month making it very difficult to answer them quickly. *However all patients at the meeting congratulated the Practice on how well they were managing in very difficult circumstances.*

One issue that was brought up was the problem of queuing outside the Surgery at 8:30am in the morning, especially when the weather was poor. People arrive well before 8:30 hoping to be near the front of the queue. GPs do not arrive before 8:30 so there are legal difficulties opening the doors earlier. One suggestion was that there could be some sort of awning at the front. The Practice is actively addressing this problem and **Janak will report back at the next meeting.**

Dr Craig Milne is leaving the Practice. Two new GPs have been recruited.

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### Practice and PPG working together

Dr Greaves stated that the Practice is very grateful for the input provided by the PPG. One of the difficulties of obtaining patient views or help about issues is that by the time the next PPG meeting takes place the issue may have moved on. It was noted that the Practice could get feedback and views of patients in between quarterly meetings via the PPG website which can send emails asking its signed-up members to answer questions or respond to polls. It was also agreed that when appropriate the practice would ask one or two patients to join a practice working group which was, for example, looking at a problem or planning a new service. **Action: Janak. When the practice would like patients' views or help Janak will either send details (questions or polls) to Mark to circulate via the PPG website or ask Mark to find one or two patients to attend a practice working group.**

### Recycling of empty pill blister packs?

The question was raised about what can be done to recycle empty blister packs which contain metal and plastic bonded together which means they cannot be put into the council recycling bins. It was reported that in some areas of the country this is done by surgeries or pharmacies.

**Action: Sue to send Janak details of a website that explains how they can be recycled.**

**Action: Mark will ask Kamsons in Beaconsfield Villas if it is something they could do.**

**Action: All of us patients to explore other possibilities (ask a Councillor?)**

### On-line Appointment booking

It was noted that the NHS app says you can book GP appointments on-line but when you try to do so in the app it says Preston Park does not offer this facility. Janak explained that this is still being discussed by the partners, in particular the possibility of running a trial where all 11 GPs offers 2 online bookings per GP session (a session is half a day). **Action: Janak to report back on the decision made at the next partners meeting.** It was noted that there is an unprecedented demand for appointments at present and the partners continue to explore ways of trying to meet patient expectations. It was also noted that there are still times when patients do not turn up for appointments, particularly when appointments are booked well in advance.

All patients at the meeting agreed that the receptionists are extremely good - always professional, understanding and patient. **Action: Janak to report this back to the receptionists**

### Privacy when talking to receptionists

It was noted that when a patient is asked by a receptionist in the surgery why they wish to see a doctor their answer can sometimes be heard by other patients in the waiting room which could be embarrassing. It was proposed that patients be made aware that they don't have to disclose their reason to the receptionist if they feel it is confidential. **Action: Janak**

Date of next meeting: 16 July 2024.