



EastwoodGroupPractice

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Dr T Zaidi

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PPG MEETING MINUTES

MEETING 07 APRIL 2022

APPOLOGIES

INCLUDING DD, EF, SB.

ATTENDEES

INCLUDING JENNY BAILEY (CHAIRPERSON), JENNY ATKINSON (CHAIRPERSON)

STAFF: SOPHIE DAVIS (ASSISTANT TO PRACTICE MANAGER) SAMANTHA HUETT (AMP)

AGENDA

1. Welcome
 2. Matters Arising from Minutes
 3. Booking Online
 4. Staffing
 5. Problem experienced by patients and subsequent report in the Evening Echo.
 6. Do the GP's use their mobiles for telephone consultations, easing up telephone lines?
 7. Appointment/clinic changes
 8. Change of venue for PPG
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1. Jenny B welcomed everyone to the meeting and apologized for the patients who could not attend.
 2. There were no matters that needed arising from the last minutes taken from the last meeting, everyone was happy with the minutes that were sent out.
 3. We are now offering 25% of our appointments as online booking through system online and there are still pre bookable appointments by calling your branch. Once these appointments are taken for that month you will then have to check to see when the next month becomes available to book as our clinics are always on at least 6 weeks in advance.
 4. We have had a massive turnover of new staff on reception, that are being trained as best we can, we do ask patients bear with us when they are being seen or spoken to by a new member. This is currently the biggest turnover we have had with new staff and with everything changing daily it has been hard to adjust. There is full training in process and things will become easier once all our staff are fully trained.

5. Concerns raised regarding the recent Echo news article and the meeting with the local counsellors were discussed. Queries and concerns raised by individual attendees of the meeting were addressed and how the surgery was implementing new working methods to improve patient care were advised. We have kept in contact with Alan Dear and he is kindly going to be putting a practice update in his newsletter so all local Belfairs residence will be aware of the practice updates.
6. The GP's do not use their mobile phones when calling a patient, they use the phones supplied to them in the room they are allocated to that day. The phone lines in all the clinical rooms are different than in our reception area as they do not ring unless its an internal call within the 3 practices as not to disturb the doctor when in clinic.

We currently have 3-4 phones per practice being answered from 8am-6:30pm. The phones are not switched off during the day at any time, unless on the first Tuesday of every month we are shut for Time to Learn from 1pm. We now have a queuing system at the Belfairs branch surgery due to the high amount of call volumes. We are awaiting a new phone system; this should hopefully come in place by the end of the year.

7. We have made some current changes to our clinics and the way our clinics work to accommodate follow ups for GP's and for pre bookable appointments. We have a very high number of DNA'S (did not attend) a day, this is also wasting the number of appointments we open daily, the branch managers of every site will be putting the DNA's up on the door/window everyday to show everyone the number of appointments we have wasted.
8. Jenny B mentioned about changing the PPG meeting venue and this was agreed we would try and find somewhere that would accommodate everyone that attends our regular meetings. If we manage to find a new venue, we will send a new email out to everyone and let them know.

Angela, Sophie, Jenny B and Jenny A had a meeting on the 22nd June 2022 to discuss points raised at the PPG meeting on the patient's behalf.

The next meeting will be held on the 2nd August at Kent Elms – 5:30PM

We will also put a sign up outside all surgeries the next PPG meeting time and date and where the meeting will be held.

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