

## NOTES FROM PATIENT GROUP MEETING HELD ON 13<sup>th</sup> JANUARY 2020

### PRESENT

Tracey Rowles - Chair

Gwen Wright	Ron May	
Alan Licence	Barbara May	Note taker: Tracey Rowles
Judith Lavender	Jenny Rose	
Roger Miles	Christine Manning	
Jenny Guthrie	Linda Clifton	
Joy Bell	Jenny Mackay	
Steve Garratt	Diana Howell	
Ann Roughan		

**1. APOLOGIES:** Sonja Graham, Carole Baldwin, Margaret Jones, Jennifer Levy-Halford, Monica Addison and Helen Mockford.

**2. MINUTES AND MATTERS ARISING:** The telephone lines were discussed as the previous minutes stated that the average wait time is 2.32 minutes for calls to be answered. JL felt that it was still very difficult to get through on the phone. TR explained that we have 15 phone lines coming in and 5 going out to extend this number would be very costly. The system currently works so that until you are number 15 in the queue, you will hear the engaged tone. The phones are extremely busy at 8am each morning but there is always as many staff as possible answering, they get less busy as the week goes on until Friday when the phone lines become very busy again. A limited number of appointments are also available to book on line from midnight each day. CM talked of her experience using the Creffield Medical Centre website, you can 'Ask GP a Question' this will be dealt with and a reply given within 2 working days, she described the service as excellent and usually had an answer the same day. AL mentioned again that he is happy to display information at local pharmacies for patients who do not come to the surgery.

**3. SURGERY UPDATE:** Since the last meeting in September the surgery said goodbye to Dr Riana du Preez, Emma Okeke (Clinical Pharmacist), Rachelle and Cerys from reception. The surgery welcomes Dr Mohammad Kabir, Dr Suline Ahmed, Dr Hema Datta, and Dr Tara Dukkupati. Annabel (Practice Nurse), Hannah (Phlebotomy), Jemma, Abbie, Steph, John and Ruby who have all joined the reception team. Olivia and Jane are working together as team 2 PA. Please see embedded document for each team of Doctors and PA's. The PPG asked how annual reviews are working now; The PA should invite patients in for a blood test and other necessary tests with an HCA, the results will go to the GP and they will decide if the patient needs to be seen, spoken to on the phone or if they are happy a batch prescription may be issued. The plan is for your review to be done in the month of your birthday; if you haven't had a call or letter please contact the surgery and this can be arranged.

**4. PCN's (Primary Care Networks):** Creffield Medical Group is working alongside Turner Road and Tollgate Surgeries to form our PCN. This means that we are currently sharing Extended Access Hours (6.30pm to 8pm Monday to Friday, 8am to 11am Weekends) with them. In the future we may share other services; there is lots of work going on planning for the future and sustainability for GP surgeries. The PPG asked if Turner Road and Tollgate have their own PPG's and if they would be interested in meeting our members, TR to find out.

**5. CQC and PATIENT SURVEYS:** The result from the CQC Annual Regulatory Review Call which took place in August 2019 was good. The inspector decided from the phone call that we did not need a visit at this current time and our rating of 'Good' remains. The patient surveys that were handed out at the Flu Clinics were a lot more positive than the national survey.

**6. NEW YEAR PARTY AND COACH TRIP:** The Christmas Party was postponed as CM was unable to organise this year, the plan was to hold a 'New Year Party' but this may have to take place in February as CM is still not fully recovered. TR will let the patients know at the next coffee morning and also ask for suggested destinations for the coach trip planned for 7<sup>th</sup> August 2020.

**7. ANY OTHER BUSINESS:**

1. PPG Members agreed that there are too many posters and signs up around the surgery. TR will ask staff to check and take down any that are out of date.
2. AL asked if it was possible to have a calling screen at the far end of the surgery. This is not possible due to the electrics and computer cables, Doctors working in rooms 4, 6 & 7 will call their patients that are waiting at the far end.
3. Patients that Do Not Attend (DNA) their appointments are being sent letters. After three letters we are able to ask NHS England to remove them from our patient list.
4. Letters are sent to patients that order their medication as 'urgent' because they have not ordered their medication in time for the surgery policy of 72 working hours. This letter is sent to make patients aware that by requesting their prescription as urgent the prescription clerks fall behind with their workloads, whilst processing the growing number of 'urgent' requests people who order in time then have to wait longer.

**8. DATE OF NEXT MEETING:** Monday 18<sup>th</sup> May 2020 at 2pm.



TEAMS FOR  
CREFFIELD MEDICAL