

# The Station Practice – Patient participation group

*Date: 04.08.23*

## **Attendees:**

**Judy Roots – Deputy practice manager**

**Corinne Martin - Practice manager**

**Ioana Gergely – QOF manager/care coordinator**

**Lorand Gergely – Reception/IT manager**

**Sarah Underdown – Senior Administrator**

**SH - patient**

**NH - patient**

**TH - patient**

**KA - patient**

**LD - patient**

## **Apologies:**

**RT - patient**

## **Agenda**

### **Introductions**

SH new member of the PPG introduced himself with a brief outline of why he wanted to join the PPG. All staff introduced themselves with a brief summary of their role at the surgery, last PPG members introduced themselves to SH.

### **No actions**

### **Recap on last meeting minutes**

CM recapped last minute minutes. We discuss the following; CQC report and inspection process, Newsletter changes, new displays boards and leaflet holders needed for both waiting rooms.

SH asked if we had improved things since CQC report published.

CM phone system has improved. We now have a cloud based system. This has stopped patients call being dropped, tells the patient what number they are in the queue. We also have dashboard for the phone system which allows us to see how long patients have been waiting, how many calls are in the queue and how many calls taken for the day or dropped by the patient.

SH can we get some stats for the phones for the next meeting please?

LG I can get some stats.

The newsletter has been updated. The font made larger and the background changed to no colour.

SH I feel that this is still very difficult for someone visually impaired to read, a screen reader couldn't read the image. We really need the same font, no colour, no pictures.

CM The newsletter has been sent out to patients via text message, some printed for the waiting room and will also be uploaded onto our website.

SH have you thought about sending the newsletters in a text but with a URL link this is more secure for patients to open. Also if it's PDF everyone can open. You could also make a barcode to display on the notice boards and then patients with smart phones can scan it.

CM These are all great ideas we can look into. Moving on we have also renewed our notice boards in both waiting rooms we now have new leaflet holders on level 3 and one on order for level 2. We have a 'you said we did' board which will be updated with the changes we have made with regards to patient feedback.

**Actions –**

- ***LG Phone stats for average call waiting time, peak times for calls etc.***

## Online services

CM Jo has kindly created a leaflet for our online services to explain how to set each service up and what each service can be used for. We have engage consult, patient access and NHS app.

SH I do have to say that the engage consult has a message that pops up and states the practice do not use messages, this is quite confusing.

Jo yes I am aware of this I will have to see if I can get them to alter this as this isn't our service. I was also thinking of hold drop in session once a month for patients who want to sign up to these services but need some help.

**Action –**

- ***IG Drop in sessions for online services***
- ***IG Message on engage consult stating to patient the practice doesn't use messages, see if this can be changed.***

## Website

We are looking to change our website the current one is very limited with what we can do. The layout of the website is too busy and it just has too much information all in one place.

We would like the members of the PPG to view some websites and feedback any good ones to Sarah via email.

### **Actions –**

- ***PPG members to review other surgeries websites to see if we can find a supportable alternative site to use.***

## Warming up the homeless

CM we had a meeting recently with this charity and we will be providing support by registering any of their patients who are not currently registered with a GP. I also thought that it might be a huge help to set up a box so people can donate canned foods and clothes.

SH I think it would be better to put notices stating this is a charity that the surgery supports and explain how patients can donate if they wish to.

### **No actions**

## Communication

Discussion about the communication from the surgery to the patients. Ways in which this could be improved in particular the letters that are pre generated and are sent out to patients via text once a referral has been made. It was felt these are not very patient friendly or clear.

Jo will see if there is a way a compliment slip can be added to these to make it clearer where this letter has come from.

### **Action –**

***Jo to see if compliments slip can be added to accurx template letters which are sent out after referral to patients.***

## Feedback for next meetings

SH – Good idea to pick one topic to discuss each meeting this would give us plenty of time to discuss the matter in depth.

### **Action –**

**Possible topics; Online services, surgery appointment/booking structure.**

### Friends and family test

Results reviewed by all at meeting. We seemed to have improved a lot.

SH suggested that we try and split the data up to allow us to get a better idea of how the figures have improved.

***Action – SU Split friends and family data up to get clearer view of how we have improved.***

**\*NEXT MEETING WILL BE HELD ON  
Friday 10<sup>th</sup> November at 12\***