

# **The Station Practice**

*Meeting Date 10.11.23*

## **Attendees:**

**Corinne Martin – Practice manager**

**Judy Roots – Deputy Practice manager**

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

**Lorand Gergely – Reception/IT manager**

**Sarah Underdown – Senior administrator/Workflow & complaints lead.**

**JL - PPG Member**

**GV – PPG Member**

**KK – PPG Member**

**NH – PPG Member**

**SH – PPG Member**

**AH – PPG Member**

**KA – PPG Member**

**SG – PPG Member**

## **Apologies:**

## **Agenda – PPG MEETING**

### **Introductions**

**All staff introduced themselves along with roles. All PPG introduced themselves with names.**

**Briefly discussed before meeting minutes before agenda started.**

### ***Actions***

- **Meeting minutes are to be agreed via email before posting on website.**
- **Presentation of minutes to be reviewed**

### **Referral process.**

**Discussion about the referral process and the need for a clearer journey for the patient.**

**Automatic hospital generated letter sent to patient. This can be confusing to patients, however some find it reassuring as confirmation referral has been made.**

**Discussed compliment letter/slip but this may be a waste of time as referrals are triage first and therefore can be rejected. We are unable to edit the letter sent out to patients as this is not generated by the surgery.**

**Actions**

- *Keep patient letter for now and review and think of how we can make a clearer patient journey.*

**Voting for a PPG chair**

**Please can anyone who is interested in being chair for the PPG email Sarah we can then vote on this during next PPG meeting.**

**Actions**

- *PPG members to email Sarah if interested in being Chair for the PPG.*

**New Website**

**New website shown on screen to members. Looked at the accessibility settings to see if WC3 included. New website has ability for screen readers etc to be used.**

**Website testing December 2023. Website launching in January 2024.**

**No actions**

**Phone line and waiting times**

**Live review of phone dashboard average waiting time was less than 10 minutes when currently reviewed higher times seen during peak times, waiting times increase to 30-40 minutes.**

**No actions**

**Capacity**

**Discussion about appointment capacity. Triage clinic explained. Discussed ANP role as isn't always clear what they can do. ANPs can prescribe and diagnosis independently.**

**We are actually unable to employ any extra clinicians now as we are at full capacity with our room space across the 2 levels.**

**Actions**

- *Alter meet your GP practice team leaflet to add extra roles. This gives a brief explanation of role.*

**List Size**

**Possibility of closing list talked about. Unfortunately we are currently unable to request closure of our list.**

**No action**

### **Newsletter**

**We have taken on feedback from previous minutes and will implement that on our new newsletter. QR code created. We would like some ideas from PPG for content of next newsletter.**

#### **Actions**

- *Newsletter content – ideas emailed to Sarah.*

### **Patient surveys**

**Patient feedback via google and NHS discussed. We do not monitor google feedback as our official rating is via NHS and this is monitored and patients responded to.**

#### **Actions**

- *Link for NHS rating sent to patients via email.*

### **Next meeting**

**Dr Ponte to attend next meeting in February 2024. Date for next meeting to be confirmed.**