**Urmston Group Practice Patient Participation Group (PPG) – Minutes 21 March 2024**

**Attendees:** Dr.Cliff. Tong,Charlotte Potts (Practice Manager),Hayley Hinchy (Deputy Practice Manager), Mary Aldred (Secretary)

VD, NJ, AM, PB, JW, SW, PG,VF

**Apologies:** LJ, PP

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| --- | --- | --- | --- |
| **Subject** | **Description** | **Raised by** | **Action by** |
| 1. **Welcome & Introductions** | Hayley welcomed everyone to the meeting and thanked them for their attendance. PPG members introduced themselves. |  |  |
| 1. **Minutes & actions arising from the last meeting** | The minutes of the last meeting were accepted as correct.  The phone system: Funding for the new telephone system was approved for funding in October 2023 and we are awaiting installation. The system will be an improvement in that patients will no longer encounter an engaged tone.  Patients have reported that the new tab on AskmyGP is working well.  Patients are still missing appointments, and contact is still being made with relevant patients where appropriate. ‘Naming and shaming’ is not being considered.  Prospective access to records: This was activated in October 2023 and text messages were sent to all registered patients with a mobile number, to inform them of this as follows:  *From 1st November 2023, the NHS is giving people access to their GP health records via the NHS App. This will allow you to see future information within your health record automatically if you are over 16. Some people may opt out, e.g. if they are worried someone else could see their record by having access to their account details. If you do NOT want access, please let us know. You can find more information on access here* [*https://www.urmstongrouppractice.co.uk/nhs-app/*](https://www.urmstongrouppractice.co.uk/nhs-app/)  The ‘Flu Clinic: The clinic held on the 30th September was busy and successful, and Hayley thanked PPG members Phil and Patricia Gilliver particularly for their support.  Accessibility: Pauline Parry continues to work with PPG member Arthur Aston on accessibility. The practice has been looking into alternative website provider [Iatro](https://iatro.health/gp-website-design/) due to their accessibility tools to ensure all of our patients can access our digital services. Several members of staff from the practice have recently attended Deaf Awareness training, and Charlotte is currently undertaking a Level 1 BSL signing course. |  |  |
| 1. **Update and news from the practice** | 1. A new practice nurse, Rebecca Parkinson, joined the practice in December 2023. She previously worked as a staff nurse at the Liverpool Heart and Chest Hospital. She is currently undertaking the General Practice Nurse course alongside her clinics at the practice. 2. The practice recently recruited two experienced workflow administrators to assist the clinical team in processing and coding incoming clinical letters. Emma from Reception has also moved to the Workflow team. The practice is actively recruiting a receptionist to replace her. 3. Dr Price returned from maternity leave at the beginning of January which means we also said goodbye to Dr Fenton who had been covering her sessions. 4. An Infection Control Inspection Took place in Nov 2023 and the practice achieved 96% compliance. Small advisories included disinfectant wipes in the baby changing room and visible laminated handwashing posters in all toilets. 5. A copy of the practice data sheet was circulated to all attendees and discussed. |  |  |
| 1. **Patient feedback, comments and suggestions** | 1. Complaints and compliments for the period 01.01.24-18.03.24 were presented **(this was in the form of a Word document that I couldn’t access)** 2. Friends and family feedback for January and February 2024 was as follows:      |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **January** | **February** | **Total Reponses** | **Overall %** | | Very good | 264 | 271 | 535 | 83.2 | | Good | 45 | 43 | 88 | 13.69 | | Neither good  nor poor | 3 | 5 | 8 | 1.24 | | Poor | 2 | 2 | 4 | 0.62 | | Very poor | 2 | 4 | 6 | 0.93 | | Don’t know |  | 2 | 2 | 0.31 | | **Total** | **316** | **327** | **643** |  | |  |  |
| 1. **Any other business** | 1. Patricia raised the matter of telephone consultations, in that patients have no idea of when a GP will call them. What should the patient approach to this situation be? Dr Tong explained why this is the case currently and Charlotte offered to meet with the GPs to try to solve it. 2. It would be helpful if AskmyGP provided GPs’ names and the hours they work. Charlotte offered to provide the practice GP’s hours, see Appendix A attached. | Patricia  Shirley | Charlotte |
| 1. **Date of next meeting** | June 2024, date to be announced. |  |  |

**APPENDIX A URMSTON GROUP PRACTICE STAFF**

## Dr Freeman                6 sessions

## Dr Price                       4 Sessions

## Dr Tong                       8 Sessions

## Dr Twigden                 6 Sessions

## Dr Watson                  6 Sessions

## Dr Syed                       7 Sessions

## Dr  Abbott                  4 Sessions

## Dr Le Roux                  5 Sessions

## Dr Swain                     6 Sessions

## Dr Li                            4 Sessions

This is the equivalent of 7 full time GPs.

We also employ:

Mrs Hardman, Advanced Nurse Practitioner who works 7 sessions

3 full time and 2 part time Nurses

2 full time Managers

25 part time admin staff and receptionists.

We also have the following network staff:

First Contact Physio

Mental Health Worker

Dietician

Care-Coordinator