

Falmouth Road Surgery PPG Meeting Minutes

Wednesday 27th November 2024

Attendees:

Sharan Johal, Assistant Practice Manager (Chair)
Elly Moore, Admin Lead
JM, Patient
FC, Patient
AM, Patient
RL, Patient
CS, Patient
PS, Patient
JP, Patient
AJ, Patient
GA, Patient

Agenda:

Introductions and Ground Rules
Apologies
Staffing Updates
Practice Updates
AOB
Dr.iQ Updates

1.	Welcome & Introductions & Ground Rules Explained
2.	Apologies SJ apologised to the participants for the cancellation of the previous meeting and the participants not being notified of this. This was a fault of management, and she reassured them that should a meeting be cancelled again. The participants would be notified. The PPG member should receive the minutes 4 weeks after the meeting. The next PPG is scheduled for the 29 th January.
3.	Staffing Update GPs Dr Chen – Newly Appointed Lead GP Monday AM- Triage Clinic and PM Management Session (no physical appointments) Tuesday- AM and PM Clinics Friday AM and PM- Telephone Clinic Only Dr Duy Le- Monday AM and PM Clinics Thursday AM and PM- Telephone Clinic Only Friday AM Triage Clinic- (no physical appointments) Dr Beth Jones-

Wednesday AM and PM Clinics- Alternate AM Triage Clinics Dr. Sam Rodgers- Wednesday AM and PM Clinics- Alternate AM Triage Clinics 4 GPs have started since the previous PPG. Dr. Edwin Poku- Tuesday- AM Triage Clinic and PM Clinic Wednesday- AM and PM clinics Thursday- AM and PM clinicss Dr Charlotte Bebee- Monday AM and PM clinics Wednesday AM and PM clinics Thursday- AM Triage Clinic and PM Clinic Dr.Wazir Afghan- Monday AM and PM clinics Tuesday AM and PM clinics Wednesday AM and PM clinics Dr.Gupta- Thursday AM and PM clinics Friday AM and PM clinics Nurses Louise Collins – Monday – Tuesday – Wednesday – Thursday Carlisle- Lorraine Gervais – Tuesday – Friday Healthcare Assistants Ali Shuja – Monday – Friday Anxhela Broqaj- Monday – Friday Allied Health Professionals Pharmacists Gloria Ginevra Haddy Sengjore Ana Araniyasundaran Anwar Miah Saidul Islam Richy Attray William Terry Obeng Bari Brighten-Saagwe Physician Associates Elyas Sarwari Anique Dawson-Bailey

	Administration / Receptionists Ethan West Sabia Begum Shama Virji Sayema Sharif Shannida Belgrave Maureen Sabila Cleo Campbell Lucy Round Elly Moore- Admin Lead Recruitment. Advertised - 3 sessions a week for a GP have been advertised, a female GP would be preferred. A new member of the admin team, Sadia Akhtar will start on January the 6th. We are still recruiting for one more admin member. Lead Nurse - Advertised
4.	Practice Updates Triage sytem – The new appointment system went live for Falmouth Road Surgery on the 7th October and there was a lot of mixed feedback from the participants regarding this. The participants raised issued with long waiting times on the phones, and difficulties with obtaining an appointment. Particularly with the long waiting times on the phones. SJ advised participants that the waiting times on the phones for patients had been fed back to the admin team and since then, the waiting times and the amount of patients in the queue had dropped significantly. We are monitoring this and are feeding this back to the admin team on a regular basis and in our admin meetings. It was also raised that there has been oversight with appointment times and days. This will also be monitored and fed back. A survey also went out to patients to ask for their feedback in relation to the triage system. The survey asked patients questions on a scale based system and there was no option to free text their answers and how they felt in relation to the triage system so no feedback could be presented. SJ will feed this back to the research team. Monkeypox vaccine- This was discussed in the previous PPG. There will be no monkeypox vaccine, but we do have provisions in place for this. If a patient has monkeypox and comes into the surgery. They will be the first or last patient in the practice, and will be placed in an isolation room. The clinicians also have appropriate hazardous clothing to wear in the event of this. RSV (Respiratory Syncytial Virus) Vaccine – SJ announced that we are administering the RSV vaccine to those patients who are eligible. Patients will be informed and this is for women who are pregnant 28 weeks onwards and those who are aged between 75-79. Name Badges – Name badges were ordered for all staff following the previous PPG discussion, these are worn by all admin staff and clinicians.

	Locum GPs – There has been a decrease in the amount of locum GPs used since the recruitment of our new salaried GPs. We try and keep using the same locums for continuity purposes. Locum GPs will be used to cover sickness and GPs annual leave, and whilst we recruit 3 further sessions for a salaried GP. Prebookable Appointments – The PPG participants raised the question of whether the pre bookable appointments would be coming back, as the current appointment system does not seem fit for purpose. SJ fed back that when the prebookable system was used, there were multiple patients who DNAd their appointments. It was calculated around 8 or 9 per day; this was unfair to those patients who requested a routine appointment. We will look into this to see if routine appointments can possibly brought back in the future. Patients will be informed if this is the case. Participants also raised the idea of sending a text/email/letter/phoning or using an automated service and ask patients to confirm their attendance of an appointment the day before; and their appointment can be cancelled if they cannot attend. They also raised the idea of sanctioning those who have multiple DNA on their records. This will be fed back to senior management to confirm if this can be implemented. Following discussion with management, this already takes place. Reminders via accurx go out to patients to remind them of their appointment and patients can then respond to cancel their appointment. Training of admin staff – It was raised that admin staff should receive more training in areas such as patient care and customer service as patients have felt that admin staff's tone of voice/attitude can be negative. It was also raised that when dealing with conversations that are confidential, this needs improvement. SJ raised that a customer care training will take place with the admin staff, and this will be fed back anonymously in admin meetings and will be closely monitored. Future PPG Dates scheduled – To ensure that we have continuity of meetings, the following dates have been agreed: • Wednesday 29th January 2025 • Wednesday 30th April 2025 • Wednesday 30th July 2025 (potentially to incorporate an outdoor children's event)
5.	AOB Training of admin staff – It was raised that admin staff should receive more training in areas such as patient care and customer service as patients have felt that admin staff's tone of voice/attitude can be negative. It was also raised that when dealing with conversations that are confidential, this needs improvement. SJ raised that a customer care training will take place with the admin staff, and this will be fed back anonymously in admin meetings and will be closely monitored. Community Events- • Immunisation event held on the 25th October 2024 • Carers event held on the 10th November 2024 • Smear event to be held on the 25th January 2025 • Prostate cancer to be held in February 2025

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Dr.iQ Updates

The new Dr.iQ app which is powered by Evergreen will go live and have full functionality on the 11th December. This will be a new system and the full capacities of this app are not yet known. NHS app log ins and previous Dr. iQ can be used to log in/register.

Admin, management and clinicians are going to receive training before the app goes live and so we can have a full understanding of this.



