

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING MINUTES

Date: Thursday 25th April 2024

Time: 1:00pm

Venue: Hugglescote Surgery - Health Promotion Room

Attendees: Peter Shelton, Bob White, Joy White, Russell Johnson, Colin Mason, Joyce Mason

For the practice: Melissa Coleman (chair), Amy Birch (minutes)

External: N/A

Apologies: John Hudson, David Wood, Janet Wood, Rosie Rider, Alan Ryder

Item	Details
1.	External Speaker N/A
2.	Team News <ul style="list-style-type: none">• <u>Reception Team</u><ul style="list-style-type: none">○ Cheryl - New starter 13/5○ 3 x vacancies• <u>GP Team</u><ul style="list-style-type: none">○ Dr Farid (GP Registrar ST3) – 2 days a week Thurs/Fri○ Dr Ahmed (GP Registrar ST1) – Apr-Aug FT placement○ Dr Thomas (GP Registrar ST2) – Apr-Aug FT placement

3.	Other Practice News <ul style="list-style-type: none">• <u>Routine Appointment Availability</u><p>Next available appointments are:</p><ul style="list-style-type: none">○ 24/05/2024 at Hugglescote (face-to-face or telephone)○ 29/04/2024 through Enhanced Access (telephone)• <u>Research</u><ul style="list-style-type: none">○ Practice aiming to achieve tier 4, enabling more research projects for patients to enter and additional income for the practice.• <u>LLR PPG Network meeting slides</u><ul style="list-style-type: none">○ Thursday 28th March 2024, 11am-12.30pm via Zoom○ Peter Shelton attended as our PPG representative.
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- Slides available to view on practice website.

- Total Triage

- Discussed plan to trial a move to Total Triage as a way for GPs to triage all patient requests on the day and allocate appointments/treatment plan as best required to ensure patients receive the most appropriate care in the most appropriate timeframe.
- Current GP rota is not meeting demand and exceeding practice capacity.
- Patients will complete an online form (or complete over the phone with reception team) which will then be triaged appropriately by a GP.
- Plan to go Live early summer with lots of publication to patients prior to switch over.
- Overall feedback is positive, and the hope is that patients who most need to be seen urgently will be able to access GP care. It should enable confidence in patients that they are receiving the most appropriate care in the right way due to GP triage, also taking the pressure off our receptionists.

- Leicester Mercury Press Release

- 4th April 2024, a story was released without any warning or practice involvement broadcasting a table 'Proportion of patients waiting over 22 days for an appointment' by practice.
Hugglescote Surgery featured as the second highest practice in the County for 'over 22 days'. This naturally left the practice feeling disheartened, however the additional data in the table 'same day', 'face to face', 'typical wait' tells a different story however sadly these were not the headline figures used.
It is important to recognise that the data presented in these reports does not accurately reflect the true quality of our services. Both the data collection criteria and therefore the comparisons that can be drawn from them, accompanied by the manufacturer of the system acknowledging the system discrepancies mean that it is impossible to draw accurate conclusions.

4. Patient Question Time

- Reception turnover and reasons.
 - Difficult multi-tasking role.
 - During recruitment we make it as clear as possible the reality of the role and the expectations on a daily basis.
 - All leavers have an exit interview to establish any issues or patterns, however generally the role just isn't right for them.
 - Regular team meetings and staff one to ones are held.
- PCN Enhanced Access Appointments – Friends and Family Test
 - Brought to our attention that FFT feedback is requested over multiple messages to patients rather than just one FFT link asking for feedback.
 - Melissa agreed to feed this back to the PCN to ask whether they are able to change to format.
- New style 'Patient Newsletter'
 - General feedback is that PPG members preferred the previous layout for readability and the new style prints out very small.
 - Melissa to feedback to see if we can change the format.
- Russell confirmed that the developers should be off site by July 2024.
 - Melissa to feedback to the Partners regarding planning submissions.

	<ul style="list-style-type: none">• Hugglescote Village Fete<ul style="list-style-type: none">○ Saturday 8th June, Hugglescote Primary School 12:00-16:00
5.	Any other business
6.	Date and Time of Next Meeting <ul style="list-style-type: none">• Thursday 13th June 1pm