

HANDSWORTH MEDICAL PRACTICE

Minutes of Meeting

Ref No: Feb.2024..... **Minutes Taken By:** KW.....

Date & Time: 6th February 2024 at 2.30 pm..... **Venue:** Handsworth Medical Practice main site.

Purpose of Meeting: Patient Participation Group.....

Staff Attendees: NH, KW, NO, CL, EN..... **Apologies For:**

Patient Attendees: 18.....

Item	Note	Action	Deadline
Group Overview	NH thanked group members for attending. NH gave an overview of the purpose of the group. The group aims are for the Practice to liaise with our patient population, to improve the services we provide and help continually move the Practice forward.		
Current Staff Structure	NH advised the group of the current staff structure. We currently have 2 GP Partners, 3 Salaried GP's, 3 GP Registrars, 1 Advanced Nurse Practitioner, 1 Nurse Practitioner, 3 Nurses, 3 Healthcare Assistants, 2 Pharmacists, 1 Physiotherapist, 1 Care Co-ordinator and our Admin and Reception staff.		
New Phone System	<p>New phone system was introduced in August last year (2023). The new phone system is a Cloud (internet) based system. It has a call-back feature enabled to prevent long queuing for patients.</p> <p>KW advised that the call back feature currently activates when there are 8 people waiting in the phone queue.</p> <p>A patient satisfaction survey was completed after the introduction of the new system, this showed increased satisfaction of the phone system. Survey figures were shared with the group.</p> <p>We purchased three mobile phones for easy access to selected staff members for patients to contact them – learning disability patients, mental health condition patients and patients who are carers. Also, our staff member who organises patient long term condition appointments has a mobile phone for patients to call back.</p> <p>This helps to ease the number of phone calls on the main patient phone lines.</p>		
Current Appointment Structure	<p>A new appointment system was introduced in September last year (2023). This was introduced to help reduce phone calls into the Practice and ease phone queue times, and for easier patient access.</p> <p>The new system is a doctor-led triage system. Doctors review Practice website Accurx patient submissions. If the patient needs an appointment, then either a same day, 7 day or 14 day booking link is sent to the patient.</p> <p>A group member raised a query about patients receiving a</p>		

	<p>receipt from the Practice when patients have submitted an Accurx request. KW advised that there is a tick box when submitting the request for a receipt to be sent back to the patient.</p> <p>Another group member raised the issue that when they received an appointment booking link, there were no appointments left for that day. KW advised that if there are no appointments for that day, then the patient can check again the next day with the same booking link. It was agreed that the wording in the appointment link would be changed to make this clearer.</p>	CM	February 2024
Suggestions for New Website	<p>We are thinking about changing the layout of the Practice website. NH asked members for any suggestions for the potential new website. A group member said it would be a good idea to have a 'frequently asked questions' section on the website.</p> <p>A group member said it would be beneficial if the website could have text to speech (listen to the text). We will look into this for the new website.</p> <p>NH asked group members to look at the current website and email the Practice with any suggestions. Our Practice email address is sheccg.handsworthmedicalpractice@nhs.net</p>		End of March 2024
Did not attend (DNA) Patient Appointments	<p>The current wording for the letter and phone texts that are sent out to patients who do not attend their appointments was shared with the group.</p> <p>Group members thought the current wording was ok. However, it was suggested by a group member that maybe we should put in the letter an approximate figure of how much the cost of the missed appointment would be; to emphasise the importance of attending appointments and financial implications of missed appointments to the Practice.</p> <p>NH advised that nurse and healthcare appointments were not being booked on the new total triage system yet. Once these are introduced, this will hopefully further reduce DNA patient appointments.</p>	CH	April 2024
Sevenhills Network	<p>NH gave an overview of the Sevenhills Primary Care Network. Our Practice is part of the network, along with Darnall Primary Care Centre and The Medical Centre Tinsely. The Practices work closely together.</p> <p>As a Practice we access funding through the network, including employing attached staff. We currently have 2 pharmacists, 1 physiotherapist, 1 care co-ordinator and 1 mental health worker.</p>		
Suggestions for a Patient Survey	<p>No suggestions were put forward for a patient survey. NH asked group members to email the Practice with any suggestions. Our Practice email address is sheccg.handsworthmedicalpractice@nhs.net</p>		End of March 2024
AOB	<p>Action plan from the meeting to be produced and shared with group members.</p> <p>Date for the next PPG meeting to be sent out to group members in due course.</p>	CM CM	April 2024