PPG MEETING MINUTES

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| **Date:** | Thursday 13th April 2023 2pm  |
| **Chairperson:** | Rumi Begum |
| **Minutes taken by:** | Hollie Jobson |
| **Attendees:**  | KB (PPG Member), VW (PPG Member), WP (PPG Member)PL (PPG Member), KW (PPG Member) JB (PPG Member) |

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| 1. | **Welcome & Introductions*** RB welcomed everyone to the meeting.
* Welcome VW to the meeting, VW is a newly joined PPG member.
* This meeting is not to discuss any personal issues due to private and confidentially. Please discuss any personal issues with the practice manager privately.
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| 2. | **Apologies and announcements*** CB (PPG Member)
* LH (Chair PPG Member)
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| 3. | **Previous Minutes review actions**Previous minutes were reviewed: **Dr IQ update*** Dr IQ is an online platform where patients can request prescriptions, sick notes, complete online questionnaires, view your medical records and register with the practice. Leaflets have been sent out to advertise this. Dr IQ will not be replacing system online; it is another platform to offer to patients. Staff will need full training before the launch of the online consultations. RB still to confirm a date in due course when we are going live.
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| 4. | **Practice Manager Update*** RB will put the bank holiday surgery opening and closing hours on the practice website.
* RB to confirm with the PCN if the SMS messages that are sent for appointment confirmations, if the surgery contact number and address can be added on for the Puzey Practice. HJ to speak to Puzey Practice to confirm.

**Staff Changes*** Please see attached list of up-to-date clinical staff that we have available for appointments:

* RB is the new Deputy Regional Manager for 6 sites. RB is still the practice manager for Leecon Way & Hawkwell Surgery.
* Dr Awal is our lead GP who will be working closely with Dr Sagar.
* Dr Sagar is hoping to increase his hours. This is to be confirmed.
* Pharmacist Saira has now left the practice. The PCN are advertising for a new pharmacist to get on board.
* We have Ravin (Pharmacist) who will be working on site Monday & Thursdays and Chelsey who will be working remotely Tuesday, Wednesday and Fridays.
* We have a new PCN recruit Katie who is our new pharmacist technician. Katie will be working with prescriptions.

**Weekend Opening Hours** * RB advised there will be an opening day on a Sunday to trial the new opening times. It has been suggested to close on a Saturday and open on a Sunday for 4 hours.

**Telephone system update*** Patients now can request a call back; the Queue Busting Feature will be switched on for the surgery by the end of this week.

What does this mean?If there are 4 or more patients in the queue at any time, they will be presented with the offer to **"Press 1 to request a call back"*** This feature holds the patients place in the queue until a Receptionist/Call Handler is available
* When the Receptionist/Call Handler is available the system will call the patient back and the Receptionist will hear "*Leecon Way / Hawkwell* Call Back"
* If the patient misses the 1st call, they will be called a 2nd time at least 2 minutes later
* If the patient misses both calls, they will receive the following SMS "This is your surgery with your automated call back. We were unable to contact you. If you still need us, please get in touch."

**Waiting Area*** HJ to speak to the facilities team regarding a child friendly ‘play area’ in the waiting rooms. Due to covid this was previously removed from the surgery.

**Samples*** There is a new yellow box in the surgery waiting areas for patients to put their samples in. Good feedback has been given as patients are not having to que up to hand in samples. Patients to make sure their sample bottles are labelled to save rejection. The is a poster on the box with instructions.
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| 5. | **AOB****PPG members would like to discuss the following:** **Blood Testing** * HJ to confirm in the managers meeting if the Hockley clinic will be back up and running for the blood testing services. An email has been sent to query this. RB & HJ to follow up.
* It was advised by the PPG members that when attending for blood test appointments in Rayleigh, the Phlebotomist did not turn up. RB advised this is managed through swift services via the hospital but will give the advice back in the managers meeting.
* RB to look into why Southend Hospital are not doing urgent blood tests. HJ to raise this in the managers meeting for advice. The Puzey Practice are doing urgent blood tests in the morning between 7-8am.

**Remote Bookings*** The surgery offers more available appointments to book with a GP, Nurse, and Advanced Nurse Practitioner at The Puzey Practice. Please contact reception for further information.

**Medication Reviews** * When requesting medication using the online app and it advises ‘to book a medication review’ so you are unable to order via the app. Please email or hand a slip into the surgery to request your medication and then call to book your medication review.
* If patients need a medication review and have run out of medication and cannot get a review booked in until after the medication has run out, the surgery can still order your medication unless a GP has given clinical instructions otherwise as long as this has been requested via email or slip.
* As we do not take prescriptions over the phone due to safety netting and patients cannot email, pop into the surgery, or use online systems to request their medications, they can call their pharmacist who can request this to the surgery for them.
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|  | **Feedback*** Good feedback was advised from the PPG members that the waiting times for medication reviews are quicker than other surgeries. Some surgeries in the area are waiting up to 2 weeks to book in medication reviews.
* It was also advised from the PPG members that they are happy with the more access the surgery is given.
* The PPG members had given good feedback about the receptionists being very helpful and polite.
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| Next Meeting date: 27th July 2023 2pm Hawkwell Surgery |