

PPG minutes 10.4.24

Attendees:

Louise Whitfield (LW), Sophia Nicolaou (Note taker)
Committee members - CS, MM, MC, KW, SV, SO, TF, PM.

Apologies: CR

Matters arising

- **Ask my GP** – LW informed the group that the ICB are no longer funding this, but our Partners have agreed to fund this themselves. This will be starting at Caradoc July/August 2024 but this date may change as we need to ensure all staff are fully trained and communications go out to patients. Ask my GP does not increase capacity as our GPs under the BMA have a maximum of 30 patients a day on their ledger. LW will clarify with Ask my GP regarding closing early and capacity. Our other surgery CCP will be using this first and we can see how this goes too as LW will be involved in it too. KW said that this is a first come first served service as can book in from midnight on the day. LW explained on a day with 3 GPs in that is 90 GP appointments daily and, we can signpost to other services locally. PW asked if pts can still phone if not online. Advised yes can still phone through from 8am. MM concerned for elderly but advised can still phone surgery, AskmyGP estimate that 75% of daily requests will come via online, therefore, the phone lines will be free to accept those patients who are unable to access online services. Caradoc's list size is now 8297.

Age range

0-65 – 4811

66-75 – 1575

76+ - 1911

- **Pharmacy first** – advised of the 7 symptoms and that pts will be signposted by our receptionists to contact the pharmacy if the pt meets the criteria. Also, when Ask my GP starts this will direct pts to the pharmacy therefore freeing up GP appointments and giving receptionists more time to answer calls and admin duties.
7 conditions that pharmacy can treat and issue anti-biotics if required – Earache, Impetigo, Shingles, Insect bites, Sinusitis, Sore throat, UTI (Women only)
- **Personnel** – No changes in staff
- **Phones** – PPG advised of new phones from Wave Net in the process of being fitted at Caradoc and these will be cloud based so clinicians can use remotely, and the calls are still able to be recorded. It will inform the pt of what number they are held in the queuing system. LW stated that our regular GPs do their phone call to pts from the

surgery and not remotely. Our blood result GPs do work remotely on a Monday and Thursday and Saturdays.

- **Surgery information** – MM asked if our books were full. LW advised we are still accepting pts. The partners are in discussions for the possibility of opening a branch surgery within the area to help the demand that the new housing estates are bringing. The aim is to have 1 GP and 1 nurse on site. This would accommodate around 1000 - 2000 patients.
- **Waiting room** – now much clearer and not as many posters. TV screen contents have been changed and updated. We can not slow it down though. Shows names of all the clinicians. PW asked if we could have photos next to names. There is now also a sign that goes up informing pts if a GP is running over 20 mins behind. Also, self-check-in informs pt who they are seeing and how many appointments are in front of them.
- **Boundary** – we cannot amend the boundary anymore. We are up to the Church at Walton and include Aldi/M&S area.
- **Parkinsons** - Poster awareness now up in waiting room.
- **Social Prescriber** – can they make themselves aware of our local services. KW would like them to be more proactive than reactive.
- **Website** – SV would like links to be added to direct pts to CVST services for patients and carers.
- **Email questions** – All answered by LW and sheet given to each member to read.
- **Diabetes** – Amanda Pembroke our Diabetic nurse emailed stating that this is a yearly audit check for pre-diabetic pts however if they are on diabetes prevention course, they do come in for requested Hb1Ac blood checks at certain points. LW will get back to MC who is on the course.
- **Clarification of blood test results**- pts can see on NHS app but surgery system does not link with the app, so we are unable to send an email to let pt know their results are ready to view. GPs view blood results and then send tasks to the receptionists to contact pt if need a GP appointment or phone call. The GP flags these tasks red (24/48hr) amber (2 weeks) green (6 weeks).
- **Any other business** – KW states it is important that our staff are professional and that the job gets done. MC would like the reception staff to be more sympathetic towards pts and offer reassurance. PW suggested the receptionists take on more training with

role play of scenarios. TF stated the receptionists she has been in contact have always been polite and professional considering the stressful job they hold.

- Next meeting at Free Church 19th June 2024 10am