**MANDEVILLE MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP MEETING MINUTES**

**Date:** 26th September 2024

**Time:** 10:00

**Chair:** Paula Griffiths

**Minutes:** Tracey Foster

**Patient attendees:**

**Chair:** Alison Hyde

 Lee-Ann Tinker

 Hilary D'Ettorre

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| **ITEM NO** | **SUBJECT** | **ACTION** |
| 1 | **NEW PRACTICE MANAGER**  | PG introduced herself as the new Practice Manager at Mandeville Medical Centre. |
| 2 | **Telephones/answering system** | AH confirmed that the new telephone system at the surgery, appears to be an improvement on the last system. PG explained the new system, and how it works. Confident that it is not only better for the staff in terms of answering the calls, but much better for the patients. The system allows PG to monitor the calls. The waiting time for calls to be answered has reduced and this will be continually monitored in the future. The call back system works extremely well, unless calling from a blocked/unknown number.AH will test the call back service with regards to wait time and will update PG. |
| 3 | **Pharmacists at Surgery** | AH felt that the CPs at the surgery are a “nightmare” for the patient. She said that when a telephone appointment is booked, the CPs will only try to contact the patient once and if the call is not answered, then they will leave a “very unhelpful” message, resulting in the patient having to contact the surgery again to rebook the appointment. PG advised that we now have 2 CPs working with the practice following the recent departure of a 3rd CP. They cover Monday – Friday on a job share basis. PG explained that the CPs should attempt to contact the patient twice, giving patients time to answer after the failed attempt. She also explained that the CP’s do not only deal with medication, but help the GPs massively with their clinical workloads with regards to letters and other clinical tasks. She also confirmed that both CPs will be able to prescribe after finishing their training, and this will have an effect and benefit on prescription turnaround.PG will remind the CPs with regards to telephone consultations and that they should attempt to contact the patients twice.  |
| 4 | **Repeat prescriptions** | AH felt that previously her repeat medication was not always issued correctly, but did confirm that recently this is not the case. She also mentioned that when requesting medication online, patients are not made aware that their medication needs to be reauthorised by a clinician therefore when trying to order again, they have to contact the surgery to book an appointment for a review, hence a delay in obtaining their medication. PG explained to the PPG the NHS App in detail and that not only are patients able to review hospital letters, blood results, future appointments, they can also request prescriptions. Hopefully by January/February th app will be updated and make is easier for the patients to track their medication request, but she was not sure if there will be a warning when medication needs to be reauthorised. PG also confirmed that when patients try to order their medication, and are informed that the request has been rejected, this is most definitely not the case, and has been passed onto the appropriate clinician to action. Again going forward, this might well be resolved.  |
| 5 | **Online services** | PG explained the practice’s online services, and in particular eConsult. By going onto the Practice Website, she explained that patients are able to contact the surgery directly via the eConsult banner. These request will be dealt with within an advertised time period and the patient will then be contacted by the practice once reviewed. Any patient queries can be dealt with using this service. If a routine appointment is required, then the patient can request this via eConsult and an appointment will be booked, but of course if it’s an urgent matter then it will be better to contact the surgery directly. PG did explain to the PPG group to be mindful when entering their clinical symptoms into eConsult, as it is very sensitive to red flag symptoms, but this is a benefit for patients who are not aware of red flag symptoms. Going forward, the practice will be trying to encourage patients to use eConsult, as it is very beneficial for patients and easily accessible.AH mentioned elderly patients who have no access to online services. PG explained that we do have posters in the waiting room in the surgery, and these are updated regularly.  |
| 6 | **Reception Staff** | AH felt that at times the reception staff appear very blunt and rude, and come across as uncaring and not very compassionate. However, she did acknowledge that she has witnessed patients being extremely rude and difficult to the reception team previously, and feels that the reception role could be “tough” at times. PG said that this will be discussed with the reception team. PG explained that we do have a new member of the reception team. She also explained that the reception team are now signposting patients to services available within the community, and staff will be trained fully. This again will be very beneficial for the patients.HD did say that one particular member of the reception team was excellent with regards to her compassion and knowledge.  |
| 7 | **AOB**  | The group felt that the practice needs send out patient information with all the new services / useful information to make more patients aware. It was suggested maybe an email to the patient, as it sometimes easier to access the information this way. PG will review this suggestion. The PPG also requested if perhaps an air purifier or air conditioning unit could be placed in reception, and it is very stuffy in the waiting area, particularly over the summer months. This will be discussed with Dr Seimon.AH wanted to say that she is very pleased with the surgery as a whole, and in particular should she have an urgent issue, then she is always offered an appointment on the day, and feels that appointment availability for urgent requests is excellent. As a whole, the PPG seemed very pleased with the service offered at the surgery.  |
| 7 | **FOLLOW UP CALL** | PG was contacted following the meeting by a member of the PPG who wanted to extend her thanks to members of the team who had offered her excellent service. PG will pass this on to the individuals.  |
|  | **Meeting closed at**  | 11:00 |