

Three Villages PPG committee meeting 18th May 2022

1. **Present:** Adrian Head (AH) Chair; Roger Noons (RN); Rev Tom Chapman (TC); Linda Sabin (LS); Deb Whittaker (DW); Liz Davenport (LD); Sandra Hall (SH) Receptionist; Alan Watkins (AW); Carol Longmore (CL); Hilary Taylor (HT); Colin Burch (CB); Sue Helm (SH) Secretary; Tyler Studley (TS) Practice Manager; Ola Idowu (OI)
2. **Apologies:** Maria Lodge-Smith; Marion Griffiths

3. **Minutes from last meeting 16th March 2022**

1 correction to AOB 9c – Dr Dal Ratra from Waterfront is clinical lead for PCN

4. **Matters Arising** – none

5. **Long term conditions letter**

Concerns raised re wording of the letter. TS agreed that letter is strongly worded but is intended to encourage patients to book long term review appointments. Safety of patients is top priority and essential medications would not be stopped. Patients are contacted by either text, email, landline etc and a LTC form is available on the practice website.

Question raised re Long Covid and whether this will be classed as a LTC in the future. Currently no plans to include it but there is a long Covid clinic.

6. **Blood tests and forms**

Patients are asked to collect blood test forms for specific tests, question raised re why these cannot be requested at the same time. **Action TS to look into this.**

Shortage of blood test appointments in borough due to vacancies for phlebotomists. Brierley Hill H&SCC offering appointments on Saturdays to address this. One stop clinic started at practice to address this by doing blood tests on site when attending LTC reviews.

7. **Reception provision**

Concerns expressed for welfare of staff on reception which seems to be short staffed when dealing with multiple patients, telephone calls etc. There is also a lack of seating in reduced waiting room area.

Practice is fully staffed with 3 staff in reception but sickness/holidays reduce capacity. More clinics and appointments taking place but not more staff.

Some improvements have been made – door to reception is now open.

8. **Complaints and actions**

PPG used to receive feedback from practice on complaints and actions taken on a quarterly basis. This was not just statistics but included details of the complaint and the action taken in line with data protection. Request made for this data to be made available. **Action: TS**

Three Villages PPG committee meeting 18th May 2022

Feb – April 2022

8 complaints received (50/50 admin/clinical) Some justified and actioned within time. Reception staff try to resolve complaints at the time to avoid written complaints.

9. Footfall Improvements

Patient feedback has been that the screen options can be confusing. Hard to locate forms, where to book appointments etc.

Changes have been made to staff view which in time will integrate into clinical systems

Changes have been agreed for patient view which will include an Appointments heading and should make navigating the system more user friendly. **Action: TS to send info on changes to PPG**

Footfall appointments – staff arranging 50-60 appointment requests per day
Access to Footfall is within working hours only for safeguarding reasons so that urgent care is not missed.

Each patient is contacted by their preferred method of communication and if patients request a face to face appointment they can have it.

Patients will be able to access future records and eventually historical records.
As Footfall improvements are being made there may not be a need for future training for PPG members.

10. Practice update

In last 2 weeks there were:

2,106 requests via Footfall

2,040 telephone calls to the practice

75% of Footfall forms were for GP appointments

Recruitment –

- Assistant Practice manager p/t post of 25 hours
- Health Care Assistant (HCA)/phlebotomist of 30 hrs per week
- Practice Nurse not yet recruited
- Registrar Dr Ahmed has completed 2 years at practice and has now left
- Dr Tapparo has resumed minor surgeries which were delayed for 12months due to covid

11. Any Other Business

a) **Vaccines**- bookings through NHS and not surgery. Practice is covering vaccines for housebound patients

PCN took decision not to offer vaccines through surgery. This will be reviewed in Autumn 2022

Three Villages PPG committee meeting 18th May 2022

Question asked re how many over 75s have received 4th jab? No details available
Telephone message on vaccines needs to be changed. Patients should ring 119
for vaccine information.

- b) **Possible scam message** -SH had received a text message from NHS asking patient to update their record by clicking a link. **Action: SH to send message to TS**
- c) **Update to practice website** needed as some of the information on staff is out of date **Action : TS**

Date of next meeting – 20th July 2022 at 6.15pm. HCA to be invited.