

## **Bennfield Surgery PRG**

**Draft Notes of Meeting held on 10 November 2022 held at 11am.**

### **Present**

Christine Batchelor

George Baxter

Eva Bridges

Danuta Freeman

Ann Jones

Fiona Philips

Martin Saxby

### **Apologies**

Cathy Heatley

Nick Johnson

Nazi Malik

Madeleine O'Connor

### **In Attendance**

Kayley Delaney – Practice Manager

Jane Gardner – Office Manager

### **Chair**

Fiona opened the meeting and welcomed Anne Jones to her first meeting. Fiona then explained that she was resigning as Chair. She proposed Martin Saxby to become the new Chair and this was seconded by Christine Batchelor. Martin was then elected unanimously. He thanked Fiona and the members and then chaired the rest of the meeting.

### **Agenda**

Martin invited the members to share any issues they wanted to raise to form the agenda for the rest of the meeting. The agenda items identified were:

1. PRG Terms of Reference – follow up actions
2. Feedback on Martin's visit to witness Monday morning in the office and Access to Appointments
3. Operation of Prescription Reviews
4. Future Meetings

#### **1. PRG Terms of Reference**

The Terms of Reference had been agreed unanimously at our last meeting. The Partners have also agreed them, and they are now published on the surgery web site.

#### *Affiliation to NAPP*

They include a statement that we affiliate to the National Association of Patient Participation – [www.napp.org.uk](http://www.napp.org.uk). This costs £60 for the first year and then £40p.a. They provide lots of resources, support and good practice for groups like ours. Martin showed a booklet they produce which is attached to these notes.

**ACTION:** Since the meeting Kayley (Practice Manager) has received approval and will organise the registration.

#### *Newsletter*

The ToR also speak of the importance of communication with patients and of an occasional newsletter. It was agreed this would be a useful to keep patients informed.

**ACTION:** Martin to discuss and compile with Jane (Office Manager)

## **2. Monday Mayhem and Access to Appointments**

Martin had been invited by Jane to witness a Monday morning in the office when the phones are at their busiest. He reported on his experience and described the excellent way in which the calls were handled and the professionalism of the staff. He described it as a typical busy office.

The visit had been arranged following previous discussions about the problems patients were having accessing appointments.

Martin's conclusion was the problem was not with the Surgery Staff and not with the Patients but rather with the system. This was not unique to Bennfield but was a national problem, but some practices seemed to be more successful at meeting patients' needs for access to appointments through the online Accurx system.

**ACTION:** In discussion the members recognised that there was no simple solution but Jane and Kayley were asked to draw this to the attention of the Partners and to maybe reconsider use of Accurx.

Cathy had asked Fiona to raise a question of how many face to face appointments were held each week and this was calculated at approximately 110—120 per week.

Cathy proposed a vote of thanks to all the doctors, nurses and staff which we all endorsed.

## **3. Operation of Prescription Reviews**

This was raised again and some members expressed concern. Kayley advised the Group of additional members of the pharmacy team which should improve the system and continue to free up appointments for the Doctors.

## **4. Future Meetings**

Concern was expressed that morning meeting make it difficult for potential members to attend and Kayley commented that we could have some at 4.00pm.

Martin said he would arrange a new date with Kayley for after Christmas and look to having it at 4.00pm.

There being no other business Martin thanked everyone for their attendance and contributions and the meeting ended at 12.15pm.