

Bennfield Surgery Patient Participation Group

Minutes of the Meeting held on 6 July 2023 held at 4pm.

Present

Christine Batchelor
George Baxter
Terry Bell
Danuta Freeman
Cathy Heatley
Eileen Hood
Naz Malik
Fiona Philips
Eric Wood
Martin Saxby - Chairperson

In Attendance

Kayley Delaney – Practice Manager
Jane Gardner – Office Manager
Dr Chris Williams - Partner

1. Apologies for Absence

Carole Jarman

2. Chairperson's Remarks

The Chairman informed the PPG of new members, Eileen Head, Carole Jarman and Eric Wood and welcomed Eileen and Eric to the meeting.

A few members have resigned, and special mention was made of Eva Bridges.

Thanks were given to George for his time as Secretary and it was agreed Fiona will take over as Secretary.

3. Doctor's Update

The Chairman welcomed Dr Williams to the meeting as the new link partner.

Dr Williams introduced himself and spoke of the Practice and the contribution the PPG could make.

He answered some questions from the members:

- A new physiotherapist has started at the practice.
- The best way to obtain information about the Practice is via the practice web site or ask the receptionist when making a call.
- A new Doctor is joining the Practice, Dr Sarah Tripp, to replace Dr Warburton. And all Dr Warburton's hours will be provided by Dr Tripp and Dr Williams.

The Chairman asked Dr Williams for a 1 to 1 meeting to discuss the role of the PPG which he agreed to, date to be organised with Jane.

ACTION: Martin and Jane to agree a suitable date.

4. To Approve Notes of the meeting held on 16 March 2023

These were agreed unanimously as circulated, and signed by the Chairperson, Martin Saxby.

5. Matters Arising and Actions

- I. Kayley is still trying to gather the names and contact details of other Rugby PPG chairs for Martin to contact.
ACTION: Kayley
- II. All other Actions completed.

6. Practice Update

Kayley and Jane gave an update

- I. Two new receptionist have started at the surgery.
- II. A new mental health worker is allocated to the surgery.
- III. A Pharmacy technician has been allocated to the surgery.
 - It was suggested from the group that the Pharmacist took a long time to address a change of medication. This will be looked at.
- IV. Four members of staff are on reception to address the number of calls on a Monday morning.
 - This was agreed by all the group to be a very good idea. Martin confirmed from his recent experience that this had reduced the wait time by 66%!
- V. Smoking cessation support is no longer available in GP practices and will be dealt with by e.g. pharmacists.
- VI. Car parking is an issue with people using the car park to use the Pharmacy or other reasons. Options were discussed but a parking system to put in reg numbers was agreed would be difficult to implement. It was suggested that near-by parking is available. The issue of parking would be included on the website and a future newsletter.
- VII. Agreed to put more information regarding mental health issues on the website.
- VIII. Lisa, the new receptionist is doing a really good job.
- IX. Patients will be notified of Flu clinics through a text message with a link, and will be able to book online. This information will also be on the website and in the Newsletter. Patients that do not have a mobile phone will receive letters.
- X. It is planned to offer Online appointments for doctors soon.

ACTIONS: various above, Jane and Kayley.

7. Practice Newsletter

The new newsletter was reviewed and was well received and the next Newsletter will be issued in September. It will include details of the flu vaccinations, the new Doctor, car parking etc.

There was discussion on the current content, in particular the wording of some of the FAQs. These will be revised and some will be included in future editions. It was also suggested the FAQs could be included on the website.

ACTION: Jane, Martin and Sarah

8. Self-Referral via Receptionist

Eileen raised a question about potentially medical decisions being made between patients and receptionists.

It was explained that the reason the receptionist asks about a patient's reason for calling is so they can signpost the patient for the appropriate medical person. It was agreed it would not always be apparent whom they could be referred to.

If a patient tells the receptionist they want to see a Dr they will always get an appointment with the Dr.

Patients will always be seen on the day if the matter is urgent.

It was noted that a significant number of patients do not attend their appointments which clearly means that other patients could have had that appointment.

9. Gym Membership Eligibility

Naz asked how patients were informed of the option for gym membership in relation to dealing with weight issues. It was agreed that the health club initiative for patient's to be referred to the gym will be put on the Newsletter and website.

ACTION: Jane and Sarah

10. Any Urgent Business

None

11. Next Meeting

Date options for our next meeting are 2, 9, 16 November at 4pm. The date will be confirmed as soon as possible offer consulting with Dr Williams diary.

ACTION: Jane and Martin

Meeting ended 5.06 pm

Agreed and Signed: