

PCS Buchanan Road Surgery
Minutes of the Patient Participation Group Meeting

held on
8th August 2023

Present:	
TL	JB
SC	AD
NE	Chair SEF
JK	

	ITEM	Action
1.	Matters Arising	
	New building, there is nothing new to report at this time.	
2.	Did not attend (DNA's)	
	<p>Extra SMS reminders were sent out to try to help improve DNAs but unfortunately this do not impact the figures.</p> <p>DNA data was shared.</p> <p>337 DNAs took place in the practice over 3 months of which:</p> <ul style="list-style-type: none"> • 16 were telephone calls which were not answered after being called twice. • 96 nurse appointments. • 100 Health Care Assistant (46 for long term condition). <p>The remaining were a mix of GPs/ANPs/Physiotherapy appointments.</p>	
3.	Staff updates	
	<p>SEF provided an update and patients were very impressed with the Menat Health Service, especially the Child Mental Health worker. SEF explained how they will see the children how they want to, how it suits them, either in a clinical room, office (if they don't want to go in a clinical room), at school or meeting in the park for a walk. Everyone thought this was a really good service, especially NE as she has lots of experience of Mental Health Services through family members.</p>	

	<p>The physiotherapy services was discussed again and SEF confirmed that patients can self-refer, be seen face to face or speak over the telephone. The Physiotherapist can send information or suggest exercises which may help as a starting point.</p> <p>Amy our newest receptionist to join the team joined the meeting and gave an insight into the work of the reception team and how she is enjoying it.</p>	
<p>4. GP Registrar</p>		
	<p>We are a training practice and our most recent GP Registrar has completed his rotation and continues in a different placement. We will be taking a pause from having a Registrar but will review for February 2024.</p>	
<p>5. Appointment progression</p>		
	<p>Anima online triage and treat system will be coming soon (around the end of the year, to be confirmed). SEF explained how it will work and explained we are still working on the systems, more information will be shared when known.</p> <p>Everyone thought this was a good idea, but worried about people unable to access online. SEF explained we will be here as usual to take the calls, the reception team will complete the Anima forms for patients. We will also be learning as we implement to ensure we get the best system that works. No-one will be left without assistance.</p> <p>Two of our patients asked about nurse appointments and SEF advised that the full appointment system is yet to be confirmed but reassured the group, that all appointments will be available, potentially for them to book themselves.</p> <p>One of the receptionists came into the group to show how it can work, as her own surgery are already doing something similar.</p> <p>Question was asked 'could they complete the online form the night before'. There will always need to be a cut off to manage the requests into the practice. The details will be shared when further information is known.</p> <p>The group were encouraged to email any thoughts or to share anything after the meeting, we would be happy to hear them.</p>	

6.	AOB	
	<p>Two members asked why they are given call backs from ANPs when they expected a doctor. For example to pass on their results to them. SEF explained how additional roles are now being employed in primary care, to help GPs with their busy workload and the number of patients that request support. SEF confirmed that if a GP is needed, a GP is always available.</p>	
7.	Date of Next Meeting	
	TBC	