

## MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 30 MARCH 2023

1. **Present:** JL, Dr BW, CHi, CHe, RC, SC, JR, JS, IB, AD, PS, ND, MS, JM, LC, MT
2. **Apologies:** ET, RD, LL
3. **Welcome:** CHi welcomed everyone to the meeting and introduced new member MT.
4. **Minutes of the previous meeting:** Minutes of the meeting held on 7 February were accepted as a correct record.

### **Matters arising:**

**Glossary of acronyms** – CHi agreed to include an updated glossary of NHS acronyms with the Minutes. Please see attached.

**Systmonline** – SC highlighted that a prompt is required on the Patient Record page of systmonline to simplify filtering events. Wording suggested for prompt: “You can use the search option to specify the time period you want to view. You can also search for a particular phrase using the text search.” ET to liaise with systmonline.

### 5. **Appointments/Telephone Access**

JL informed the meeting that the waiting time for routine appointments is currently up to 4 weeks. This is the expected time, in line with current pressures. Our doctors are doing everything possible to increase patient access including enhanced and winter access services from satellites and hubs. All staff are working extremely hard. Patients who need an urgent, same day appointment should telephone the practice at 8.00am. If advised that there are no appointments left for the day, patients who feel they need urgent help should explain this to the receptionist, who will seek advice from the on-call GP.

SC, on behalf of LL, raised a patient experience issue of concern regarding a holding call being disconnected. JL agreed to look at data/time limit settings to see whether this was a one-off occurrence.

IB commended e-consult and PATCHS for advice. IB has compared results of the GP Survey 2022, which shows Dearne Valley Health Centre has better access to appointments than Kirkburton. He asked why this is the case. Dr BW explained that the two Practices are not directly comparable. Patient numbers, GP registrar numbers and the way appointments are structured is significantly different between the Practices.

JR asked if it is possible to cancel an e-consult. Dr BW said it is possible within the appointment details page and the admin team will action/acknowledge.

**6. PATCHS online consultation service**

JL informed the meeting that West Yorkshire Integrated Care System has commissioned a new online consultation service for practices across West Yorkshire. Patients are requested to answer some simple questions to help the doctor understand the problem. A doctor will respond as quickly as possible during opening hours. Initial responses may be via online message or telephone. Face-to-face appointments will be arranged if needed. JL said that some teething problems are being experienced and it is hoped that the service will develop over time. JS agreed to produce an infographic and easy to understand overview of how PATCHS can be used, eg fit notes, GP consultations, repeat medications, health advice. This was welcomed by the Practice and can be used on screens in reception, Newsletters and social media.

**7. Primary Care Network (PCN) Update**

JL informed the meeting that Health Care Assistant (HCA) Kirsty has been welcomed to the team. Delece is to commence Nurse Associate training.

The Spring COVID vaccination programme will commence on 3 April. Practices are focussing on care home and housebound patients. Dependent on vaccine allocation to the practice, the practice will then be inviting the over 75s.

**8. How our PPG can support the Practice**

CHi said that PPG is committed to supporting the Practice. She gave examples of past initiatives of PPG involvement, including health displays in reception, PPG information sessions, online training sessions at the Practice and Kirkburton library. Dr BW said that the practice would welcome ideas on information to include on the practice facebook page, support with messaging for research projects, an easy overview of PATCHS. Everyone invited to forward ideas/suggestions to CHi, for discussion at our next meeting.

**9. Rowlands Pharmacy**

CHi has approached Rowlands Practice Manager to offer a meeting with PPG representatives to discuss issues raised. The offer of a meeting was politely declined with a request that any issues or concerns are emailed to [complaints@rowlandspharmacy.co.uk](mailto:complaints@rowlandspharmacy.co.uk), or a telephone call to 01928 750548. Reviews can also be posted on Healthwatch Kirklees, the watchdog for NHS and Social Care Services.

**10. Acknowledgements**

Dr BW thanked the PPG members for their continued support.

CHe thanked Dr BW on behalf of PPG members, for attending our meeting.

**11. Date and time of Next Meeting:**

To be confirmed.