

Patient Working Group Meeting Minutes

Attendees: Rachael, Sue, Shannon, Leanne and 7 PWG members

Discussion:

1. Sign off minutes from previous meeting

There were no objections to the minutes of the last meeting

2. Staff update

A new receptionist, administrator and housekeeper will join the practice before the end of the month.

3. Leanne Earl –

Leanne introduced herself as a Paramedic Practitioner who delivers palliative care to patients. Leanne can support families and visit patients who are nearing the end of their life and offer help to ensure that they are as comfortable as possible. Leanne will often liaise with the hospice and make sure that they work together to deliver the best outcome for the patient. Leanne can receive referrals from the GPs as well as the frailty team.

4. Removal of offensive recording from the Bethesda phone line

XXX explained that the message regarding staff abuse on the Bethesda telephone line should be removed. Rachael said she has asked the IT manager to reduce it to only once during a call. It is currently with the IT department to action for the surgery.

5. CQC update

XXX asked what the outcome was from the CQC inspection. Rachael explained that the results are being relayed to her on Friday afternoon. Once this has been done, they will be published on the CQC website.

6. Comment re news reports about Saturday opening of practices 08:00 to 17:00

XXX asked about the recent news report relating to GP surgeries opening on a Saturday. Rachael said that there has been guidance issued by NHS England which highlights changes for the coming year to the GP Contract and this outlines that GP surgeries should offer more extended access appointments over the weekend as well as offer more routine appointments for smears, diabetic reviews, COPD reviews etc. Extended access appointments are currently being offered under a contract with the Hospital.

7. Are practices not taking calls during lunch hour

Rachael explained that there is only an emergency line available during 12:30-1:30 on Weekdays due to the reduced amount of staff during the lunch hour. If there are calls that have been unanswered before 12:30, they will keep in the queue until a receptionist answers the call. The surgery used to close during this time but the doors are now open throughout the day.

AOB

XXX said that it would be more efficient for the telephone lines if patients were able to cancel an appointment without the need to call in. Sue replied that appointments can be cancelled via the online log in or through the text reminder which is sent to patient

XXX asked if Covid is still present and if there are any rules still in place – Rachael confirmed that any NHS member of staff who has tested positive is not allowed to return to work until after their isolation has ended. Rules for outside of the NHs are different and it is possible that people who are testing positive can leave their home to go to shops, restaurants etc.

XXX suggested that face to face PWG meetings continue in the surgery again. After discussion it was agreed that people will have the choice whether to attend at the surgery or via Teams at home.

The next meeting has been scheduled for 18th May at 10am.