

Flitwick Surgery PPG Meeting Minutes:

Wednesday, 22 February 2023 Steppingly Village Hall.

Attendance: Sally Law (Chair), Lionel Yarde (Vice Chair), Alan Elliott, Fred Degenhart, Andy Long, Penny Luker-Brown (Practice Manager) and Dr Rosalind Phillips.

Apologies Richard Pardoe.

Approval of Minutes from 26 October 2022:

These were approved by the Chair.

Matters Arising:

Bank Account: Still awaiting Richard Pardoe to approach Julie to organise for new named signatories. Action: SL to follow up progress with Richard Pardoe.

NAPP Membership: This is dependent on resolving access to the PPG bank account.

Chairperson Report

SL announced that with regret she intends to resign from the PPG. She feels that she does not have the time to give it the attention that it deserves. PLB thanked SL for all her hard work and support. SL agreed to stay on as a member of the PPG. Lionel has deputy Chair has agreed to take on the Chair until the next AGM.

Whats App PPG Group:

SL to contact and set up.

Membership

SL to meet up with PLB to discuss and action requests to join the PPG.

Practice Manager Report:

Proposed new total triage system for GP and Minor Illness Appointments.

The PPG had a long and interesting discussion about the new practice appointment system that had been introduced at the end of January 2023.

The new system was based on a total triage system where by all requests that may lead to a GP or minor illness appointment are passed to a duty Triage GP to review and action. In addition, a new online form had been introduced. This was accessible via the practice website or the NHS App. All admin and medical requests were being directed via this form.

There was some concern that those who were not online would be disadvantaged. The practice had taken steps to try and support everyone to have access. Staff were willing

to complete the forms if patients telephone or attend in person. The form can also be used by carers, friends and relatives. In the first week the practice had receive numerous requests for appointments from relatives for elderly people. Practice staff also had tablets or were willing to show patients how to use the forms if they asked. Anecdotally working people or parents of young children were finding it helpful as they were not stuck on the phone at the start of a school or working day.

The practice was attempting to provide a very swift turnaround to all requests. Mainly same day response although appointments are being offered same day or one or two days in advance. The practice was reluctant to move to booking further in advance due to operational issues, as staff still have to isolate if they contract covid. This would be reviewed. The practice had also been looking at quick wins to speed up care in a safe manner for patients and save on GP time and appointments. For example a patient supplied a picture of a skin condition. The picture was very good quality and the GP referred straight to hospital on a 2WW wait as there was a risk of skin cancer. The admin staff asked the patient for their choice of hospital and the referral was put in place the same day. Saving the patient time, taking the swiftest action to diagnose or eliminate a serious skin condition and also saving a GP appointment.

The practice has been using 'Friends and Family' to generate feedback and to monitor patient experience of the system. PLB circulated the last satisfaction feedback for January and February 2022. She also provided the written comments feedback for the PPG to review. Overall, apart from a very small number of exceptions, the new system had been positively received by the patients.

There then following a wide ranging discussion around the difficulties of recruiting GPs in the current climate.

Treasurer Report: matters regarding the bank account raised under matters arising.

Locality: The Practice had been told that the ICB's property department were in discussions with the property developers on the old leisure centre site. Two rooms and an admin area had been allocated to Flitwick Surgery. As yet no formal discussions had been held with the Surgery.

N.A.P.P: Nothing to report as reliant on resolving the bank account issue.

AOB:

None put forward.