The Saddlers Health Centre

PPG Meeting Wednesday 12th July 2023 12pm

Location: The Saddlers Health Centre

Minutes taken by Catherine Murphy Practice Manager

Chair: Deirdre Pedley

**Attendees:**

Catherine Murphy - Practice Manager at The Saddlers Health Centre

Deirdre Pedley - Chair and PPG Member

Salne Russell - PPG Member

Christine Mansell – PPG Member

**Apologies:**

Hilary Skidmore

Colin Skidmore

Roger Ince

Agenda are as attached:

1: Welcome and apologies

Completed

2: Notes of the last meeting 26.4.23 and matters arising not covered by the agenda

Discussed and completed.

3: New Medical Centre:

Catherine advised that she had a meeting with Martin Stevens on Monday 10.7.23 and a meeting with Walsall IT on Tuesday 11.7.23. Things are progressing well at the new build site although there has been 1 week set back on the surgeries having the keys. We will now have the keys from 14.8.23 and can move in anytime from this date. IT have advised they need at least 4 weeks to prepare the new system install. We will be having all new equipment in the new build and also a new phone system this will all be in place for our first clinic on Monday 25.9.23. Catherine will send over new address details and add to the website once this has all been confirmed. Catherine and DR Mahmood will be going across to the new site possibly on Monday/Tuesday of next week to have a look around. Once we have the keys we will invite all PPG members to come across and have a look. Catherine also advised that the Umbrella surgeries will all be merged to one big surgery we will remain as The Saddlers Health Centre.

Catherine advised she has received no response from Martin in regard to the questions the PPG raised at the last meeting which were:

1. Name of the new build
2. Other community services who will be in there: Although Catherine has been in regular contact with our South 1 PCN (Primary Care Network, includes 7 other GP practices) who have a variety of ARRS (the Additional Roles Reimbursement Scheme) staff who may be utilising room availability. This includes paramedics, physiotherapists, mental health CPN (Community Psychiatric Nurse), social prescribers, Phlebotomists, pharmacists, and a new nurse associate. Once we are in the new build this will be re-discussed and will be fed back at the next meeting and also updated on the website.
3. No confirmation if we will be able to utilise the 2 conference rooms.

Catherine showed all members the plan of the new build, the colour schemes and how the consultation/treatment rooms will look.

Once Catherine has a further update of this she will feedback to Deirdre.

Salne asked in regards to group sessions at the new build – Catherine will look into this and feedback. She also asked in regards to how the new build reception will be identified from the others practices so that patients do not get confused of where to book in. Catherine fed back that there will be a staff member on the main reception at all times (opening times) who will greet patients and direct them to our shared waiting room. There will also be many self-check in screens for the patients to use. Catherine will check in regards to a lit named area above our desk and feedback. We understand that there may be some confusion for the first possibly 6 weeks so we will try to arrange a staff member to walk around and show the patients where to access screen and waiting rooms seats. The patients will be called through a TV screen and no doubt the GP’s will also come and collect if needed. Salne asked about if the patient is hard of hearing or visually impaired, Catherine advised that such alerts are on the system for patient so the GP’s will be aware that they need to collect these patients from the waiting area. All GP, Nurse, HCA (Health Care Assistant) rooms are on the ground floor so it will be easy to for the clinicians to direct the patients or collect if needed. Salne asked regarding a type of intercom system. Catherine advised that our new telephone system will have this feature but as Umbrella and the Saddlers consultation rooms are in close proximity this will be difficult for the patient to identify which clinician from which surgery is calling.

Deirdre and Salne queried if a line system could be painted on the floor with colour schemes for both practices as they did in the manor hospital so it’s clear where patients had to sit for their surgery waiting room – this is something that can be fed back to the landlord and the GP’s.

Salne asked are the room doors going to have good lighting above the doors so it’s clear for patients to see room numbers for the consultation rooms – this is something that Catherine will feedback on.

4: Practice and Dr’s agenda items

1. – Staffing levels: - this has not changed since the last meeting.
2. – Staff training: - this will carry on throughout our move and into the new build
3. Contacting the surgery and making appointments face to face/telephone and on line. Catherine advised that the website has been updated and that patients are able to book on line and also still call the surgery. We have promoted and will continue to promote the use of on line access with patients. Clinic sessions on screen have been changed for the staff to be able to clearly identify the ‘on day bookings’, ‘pre-bookable’, ‘slots for patients to discuss results with the GP’, ‘on line bookings’ etc. Deirdre advised that she has viewed the website and came across a few issues which are:

1: When clicking the ‘Book, change or cancel appointments’ tab on the website Home page it takes you to the ‘Appointments’ page and in surgery hours it will allow you to complete the on line accuRx questionnaire but when she tried 8pm one night it came up with a message to advise that ‘the system is on down time as they surgery is closed’. Catherine said she will look into this as this message should only be on after 1pm on Friday, other times this feature should be available. Catherine will look at this and get this changed. Deirdre also raised that the ‘Appointments’ page on the website may need to be looked at with separate headings for the ‘Emergency Appointments’ and ‘Non-Urgent Appointments’. Catherine advised she will look into this.

2: Deirdre also mentioned about having the PPG tab on the website on the main screen to help promote this service, Catherine will also look into this. Catherine also advised that in the new build we will have a PPG board and will continue to promote.

6: DNA’s.

Catherine reported that the DNA’s at the surgery for all clinical appointments are as follows:

1 month from May – June 2023 – 258 patients did not attend

3 months from April – June 2023 – 579 patients did not attend

6 months from Jan – June 2023 – 1065 patients did not attend.

We have a new protocol in place where the patients who do not attend any clinical appointments are now sent a text message. The surgery monitor the patients who do not attend more than 3 times and these patients are now discussed with the GP. The DNA figures are also now on the website and the impact they have not only on the surgery but for the NHS too.

7: Patient Participation Liaison Group (PPLG): Deirdre had circulated the minutes from the meeting held on 20/06/2023 and advised the next meeting is November 2023.

8: AOB: Catherine advised that she will be on annual leave from the 24.8.23 till the 09.9.23. We will arrange and confirm the next PPG meeting at a later date once we have moved into the new build. Catherine asked Deirdre to remind her if not heard back from her.