

## Patient Participation Group at Clay Cross Medical Centre

Minutes for Thursday 18th January 2024 @ 3.00pm

Present: Jasmine (Practice Manager), Jill and Tony (Chairperson)

No apologies were received as all present.

Matters arising from the previous meeting held on 27th April 2023:-

- a) Magazines for the waiting room had stopped arriving. Tony to contact the publishers.
- b) Zero tolerance. Alas there are still problems with patients verbally abusing members of staff.
- c) The new receptionists have settled in.
- d) The 8.00 o'clock scramble has been addressed by new protocols outlined later.

Jasmine gave a brief summary of changes and new implementations during 2023. The most noticeable change for patients will be that the reception team have been trained in signposting patients for referring them to other services if an appointment is not available or the other service is more appropriate. So for example the patient may be offered an appointment at another GP surgery or another service within the NHS. This may include self referral for physiotherapy, occupational therapy or the Community Access Point. Hopefully this should mean that no patients are asked to "ring back tomorrow!"

As there are other new protocols and procedures we hope to make available a brief guide of what patients can expect and need to know about how they will be guided and communicated with by the surgery.

We are due to have a new telephone system installed in the coming months and we are confident it will help with the management of telephone calls within the practice.

Recruitment on to the PPG was also discussed as currently there only two patients on the PPG. Please consider joining us and adding your experiences and feedback as a patient. The purpose of the Patient Participation Group is to give patients a voice in the day to day running of the surgery.

If you are interested please speak to one of the reception team.

Did Not Attend figures. From September until the meeting in mid January there were 661 missed appointments. Almost 11,000 minutes or more than 180 hours of time that may have been used to help other patients.

We also want to remind patients that the "three strikes and you are out!" Still applies. That is, if you miss three appointments you can be removed from the practice patient list and you will have to find another GP surgery.

There were no complaints relating to the surgery and we are recruiting another GP.

The dates for 2024 PPG meetings were arranged, subject to change, for:

April 25th at 2.00pm

July 11th at 2.00pm

October 10th at 2.00pm

All on Thursday afternoon.