

**Meeting:** PPG  
**Date:** Thursday 8<sup>th</sup> December 2022  
**Location:** Hockley  
**Time:** 18:30 – 20:00

**Attendees:**

Kerri-ann Baker Practice Manager  
Liz Barnes Complaints Officer/Senior Admin  
Imogen Meddle PA to Management Team  
Ian Foster PPG Chairman  
Yvonne Claydon PPG Member  
Gill Jones PPG Member  
Richard Garforth PPG Member  
Graham Venour PPG Member  
Mohammed Amin PPG Member  
Stephen Sedge PPG Member  
Allan Adkin PPG Member  
Trevor Cameron PPG Member

1. KB welcomed previous and new members to the meeting and introduced surgery attendees. KB explained what PPGs are and why we hold them.
2. KB runs through the meeting minutes from the PPG in June 2022 and gives a recap for the new members, she also explains how the practice is run/shows an example of a rota. KB then explains about why PPGs are useful.
3. KB talks about the new extended hours – mornings/evenings and alternate Saturdays. These are being shared with other local GP surgeries. A member asked if this was prompted by patients or doctors etc. and KB explained that the PCN has provided a private service funding for out of hours appointments for the surgeries within this PCN. KB also explains that NHS England can see which out of hours appointments are being used and if they're not, they can take the service away.
4. Ian Foster said that he is happy to share a post on social media about the extended hours service – Imogen will email some information.
5. A PPG member suggested putting signs on the noticeboard as well as the TV but KB explained that we cannot have too much on the noticeboards due to keeping it clinical/clean which is why we have the TV on.

6. A PPG member mentioned the waiting times whilst calling for an appointment and KB said that since we have a new 3<sup>rd</sup> desk reception staff member, (working 8-4 everyday) the queues have improved by 75%. KB also tracks the call queues online and can see how long people have been waiting for.
7. KB tells members about the R-Test service that has been reinstated. A patient donated the R-Test machine to the surgery after Prof. Mahmud saved his life. Now the surgery can carry out 24 hr ECGs for patients and send the results off to the hospital. Even though it can take a little while to get results back from the hospital, it is still much quicker for patients to use this service through the surgery, rather than the hospital.
8. KB talks about other positive changes within the surgery. We now have an Overseas GP that has passed all her exams and is fully qualified. This helps the surgery as it's another Doctor to see patients.
9. KB shows figures for the number of appointments that were not attended since the last PPG and a PPG member asked for the figures of appointments facilitated. These will be provided at the next PPG meeting.
10. During the last PPG meeting in June – a group member explained that she was awaiting results from a test and felt worried because she had not heard anything. She then found out that patients generally only hear when they need to make a follow up appointment due to a potential negative result. Ian asked about an update for this and KB explained that all results can now be seen on the NHS app. This saves a lot of time for patients and reduces the call queues.
11. LB speaks about the complaints process and explains how complaints have gone down from 1 a week to 1-2 a month. She explains how she will call a patient within 24 hours to have a chat with them. This has proven to have helped as patients prefer talking through the problem to a person over the phone as opposed to receiving a letter after 28 days.
12. Suggestions from PPG members:
  - Lanyards for all future meetings with participants names on
  - Actions log
  - PPGs every 3 months instead of 6
13. The next PPG will be at the end of March 2023 – date TBC