

CEDAR MEDICAL PRACTICE
MINUTES OF PATIENT PARTICIPATION GROUP MEETING
HELD ON WEDNESDAY, 5TH OCTOBER 2022

Present: Helen Rubie (Practice Manager); Mrs Harrison; Mr Mitchell; Mrs Spiteri; Mrs Anscombe; Lisa Stockdale (Admin).

Apologies: Mrs Williams (Head Receptionist); Mrs Clark; Mrs Birkett.

Members/attendees introductions.

Brief discussion regarding the length of time since last PPG Meeting due to Covid.

1. MINUTES OF PREVIOUS MEETING HELD ON WEDNESDAY, 26TH FEBRUARY 2020

The minutes of the previous meeting held on Wednesday, 26th February 2020 we approved.

2. MATTERS ARISING / ACTION REPORT

None to discuss.

3. REVIEW OF PATIENT SUGGESTIONS / COMMENTS

Reviews and thanks from patients read out. Any issues raised from patient feedback the practice does attempt to address/resolve if appropriate.

4. STAFF CHANGES (since last PPG Meeting)

New Staff

Dr Sadia Javaid	Locum GP
Dr Khant Aung	Locum GP
Dr Jessica Bradley	GP Registrar
Dr Devendra Chauhan	GP Registrar
Dr Parimala Parthasarathy	GP Registrar
Carly Covington	Advanced Clinical Practitioner
Andrea Gollings	Practice Nurse
Jessica Barsley	Practice Nurse
Nikki Newstead	Prescription Clerk
Fay Richardson	Receptionist
Sarah Turner	Receptionist
Keisha Cole	Receptionist
Claire Brand	Receptionist
Stephanie Fotherby	Receptionist
Nazihah Ahad	Admin/Reception Apprentice

Change of Role

Lisa Stockdale	Administrator > PA to Practice Manager
Beth Wilson	Reception > Administrator

Julia Clark (Practice Nurse) has now retired and left the Practice.

5. APPOINTMENT BOOKING CHANGES

- Practice offers GP telephone appointments and face-to-face appointments where required.
- GP Registrars and Students see patients face-to-face – and are supervised by a GP Trainers during their clinics.
- Our 2 Clinical Practitioners appointments are also available via telephone or face-to-face.
- Nurses/HCAs continue to see patients face to face as majority of their appointments are for bloods / dressings etc.
- Online booking appointments are currently not available – though this is being reviewed. It is anticipated that these will be available again soon.

6. KLINIK ONLINE CONSULTATION TOOL / PUSH DOCTOR

The KLINIK online consultation was explained – patients can access this online consultation tool via the Practice website. Patients must complete an online consultation form and submit. This is then picked up by Admin Staff at the Practice and directed to the relevant member of the team to action i.e. directed to a Clinician for a telephone consultation if required. This service should not be used for urgent enquiries and responses are aimed at within 48hrs of receipt. Patients can also use this tool for admin / reception queries.

Push Doctor is another system that is planned to be implemented in the near future. This is a facility where doctors external to the Practice carry out video consultations with the patients. We have an allocation of approx. 21 appointments per week that we will be able to utilise via this system. Patients contact the Practice as usual with their appointment request and the receptionist may then direct the patient to this service by sending the patient a link to book their virtual GP consultation.

7. PATIENT ACCESS TO FUTURE DATA

From 1st November 2022 (*postponed until 30th November 2022*) patients aged 16+ can choose to have access to their future medical records via the NHS App. The information available to them will only be from 30th November onwards if they already have the NHS App downloaded, or from the date the NHS App is downloaded. No historic data will be available.

8. FUTURE PLANNING FOR PPG

It was agreed that PPG Meetings will continue to be held 3 monthly.

9. 2022 GP SURVEY RESULTS

2022 National GP Patient Survey results for our practice were good. A possible in-house survey for patient opinion was discussed and consideration for an electronic survey. Previous practice survey form to be circulated to all member for suggestions for changes and to finalise at the next meeting.

Action: All members

10. North Lincolnshire CCG

North Lincolnshire CCG is now known as ‘Humber and North Yorkshire Integrated Care Board’ (ICB).

Any Other Business

- Members asked to confirm the different ways in which a repeat prescription can be ordered – via practice email, online via systmonline/or the NHS app, or by completing a request slip and putting it in the post box outside the main entrance or at reception.
- The Practice confirmed we are still registering new patients.

- Mr Mitchell asked if it was possible for leaflets for the MS Society to be displayed in the Waiting Room – unfortunately this is currently not possible due to infection control guidance.
- It was raised that the Co-op have an initiative to book Community Centres and hold clinics for flu jabs. Practice confirmed that when vaccinations are administered to patients external to the Practice, we are notified that the vaccine has been given and the patient records are updated accordingly.

Date of next meeting

The next PPG meeting will be held on Wednesday, 18th January 2023 at 12.30pm.