

Long Furlong Patient Participation Group

Minutes of meeting held on 24 January 2024 at 12 noon on Teams

Attendees: Beryl C, Rob H, Malcolm K, Hazel K, John M, Don R, Sandie R, Julie T, Carol B, Debbie Major and Dr Elwig

Apologies: Jan R, Karen W, Rebeca M. Email members not able to attend Jane N, Lorna W, Kayleigh W, Marie Z)

Minutes of last meetings – no matters arising

Jaz Kundi – Healthwatch – Jaz explained she was Patient Engagement Officer and outlined her role which included supporting PPGs, working with Practice Managers, carrying out research reports, listening to Committees etc.

She has recently been involved in a Health & Wellbeing Strategy, carrying out surveys of local wards & hospitals for feedback. This feeds into strategy, interim reviews, hospitals and GPs to see what they can improve on and practical ways to help PPGs. She is carrying out a PPG survey (68 PPGs) to understand differences in PPGs and Practices. Its up to Long Furlong to decide what our PPG needs. Some PPG have terms of reference, Chair and Treasurer posts, some hold AGMs. It is not mandatory to go down Term of Reference route, although some guidance on PPG purpose and aims is useful.

Debbie has not received survey of PPG survey. *Action Jaz*

Practice changes

New GP Partner appointed - Dr Raimi. Starting 5 Feb. 6 sessions Mon/Tues/Wed.

Appointed salaried GP – Dr Verma. Sessions Thurs/Fri.

Employed Pharmacy technician. Charlotte, 4 days a week. Starting mid-March.

Actively recruiting another salaried GP. Interviews being held.

The Practice is near/at full complement.

Extension

There have been some difficulties with architecture and planning with various changes to room number and sizes. It is expected that there will be 3 large consulting rooms and a smaller. No further problems are anticipated.

The signage directing people to additional parking in the Community Centre Car Park will be delayed until it can be included in the costs of the whole redevelopment

Appointment system

Seems to be working well with only a few issues/complaints. Monday/Tuesday are heavy days. Capacity is 110-120 calls dealt with per day, any more are directed to the 111 service, which may come back to the Practice. New Partner will create bigger capacity instead of relying on locums.

Note that AccuRx times out if not completed within a certain time and some have had to re-enter information. Debbie was not aware of this. Will investigate and note the need to be put info. on website to alert patients of this. It was noted that the link times out as well. *Action Debbie*

Website also needs to explain that if not contacted within 48 hours after submitting Accurix form to contact surgery. *Action Debbie*

Appointment stats. Last month:

300 GP phone calls/509 GP Face to Face/3357 phone calls into surgery

Noted that in 2022 there were 5989 calls into surgery. AccuRx has reduced calls by an average of 2500 calls into surgery per month.

Missed appointments - very rare. Only one recorded.

Patient Communications

Newsletter

The next Newsletter will provide an update on recruitment and include a section for PPG [Action Debbie JM](#)

Patient Google reviews

None recorded recently.

Patient Survey

No date arranged yet for patient survey to go out. [Action Debbie](#)

Friends & Family

This monitors patient's response following appointments or contact with the surgery sometimes prompted by text but also available under "Have Your Say" on the website. Unable to find the results. Where are they? How do we navigate the site to find them? [Action Debbie](#). [Now appear in Have your say](#)

Website

Malcolm reported he has not been able to progress as quickly as he intended but will hopefully update the master document shortly. He issued a briefing note to the PPG which outlined his main proposed changes:

- Creating a new Top Level green box entitled 'Patient Participation Group (PPG)'. This should link to the next level with boxes for 'Overview of the PPG'; 'Minutes of Meetings'; and 'Application to join the PPG' †
- Creating one Home Page based on the existing Landing Page (green navigation boxes) and deleting the existing Home Page (which is different and confusing).
- Will cross refer with the paper provided by Julie on best practice for GP websites.
- Deleting all the text currently on the Landing Page below the green boxes.
- Need to amend the present PPG text under "Have your say" [Action Malcolm](#)

Upcoming clinics

None but PPG members who helped at flu clinic were thanked by Dr Elwig & Debbie. Those who participated said it was good to be involved.

Flu clinics might in future be booked using the NHS app but in the meantime, information will be sent by text and it would be helpful if a link could be included in the text to access "Patient Access" or for there to be a link on the website. [Action Debbie](#)

AOB

Prescription medications out of stock: this is a national issue and there is no link between the pharmacy and the practice so if there are shortages some prescriptions may have to be re-issued.

Medications such as Vitamin B12 etc no longer issued free of charge by the practice. - central funding for B12 and a list of other medications has ceased. The practice is no longer able to carry the cost. Patients will now need to get these medications by prescription for which they may have to pay. There is a note on the landing page of the website showing which drugs and what is now happening.

Ghost patients (patients who had passed away or left the area without notifying the Practice) – not a problem for Long Furlong. All in hand

Parking on Bend of Boulter Drive – There is a council meeting in February and this will be discussed, member of PPG will attend via link. This is outside the remit of the PPG, although of interest/concern to users of the Practice and Pharmacy.

Blood Pressure Reviews / Blood test results – patients are contacted if there are problems. Otherwise, patients can phone in for an update and results should be available via the NHS App.

Next meeting Wednesday 29th May 12 Noon Teams