

Long Furlong Medical Centre – Patient Participation Group

Minutes of Meeting held on 19th June 2024 at 12 Noon on Teams

Attendees: Chair: Malcolm Kear

Medical Centre: Dr Nick Elwig, Debbie Major

PPG: Carol Blackwood, Wendy Morgan-Brown, Karen Wesson, Julie Taylor, Janaina Roberts, Hazel Knott, Beryl Clements, Sandie Richardson, Don Richardson

Apologies: Rebecca Marshall, Rob Hufton

New PPG Members: The Chair welcomed Carol Blackwood and Wendy Morgan-Brown to the PPG. Malcolm Kear was welcomed as the new PPG Chair.

Minutes of Meeting 24th January 2024 –

Post meeting: Carol Blackwood contacted Malcolm to advise she did attend the January meeting but somehow was not listed as such.

Matters Arising:

Accurx timeout whilst using: The website has been updated to clarify that the triage form times-out after 10 Minutes and also that if no response to a triage submission has been received within 48 hours to contact the surgery.

Patient survey: the survey went out 2 weeks before the meeting, but none of the PPG members had received it¹. Debbie explained that the process was being staggered due to the number of emails being issued.

Patient responses: results are available via the website.

Amendments to the “Have Your Say” text not yet completed. Malcolm & Debbie to meet to discuss changes. Similarly, the location of the PPG banner on the website and associated text to be discussed. [**Action Malcolm/Debbie**]

Link on website for flu clinic bookings – future bookings may be via the NHS App, but for 2024 a link would be useful via the website and/or via the Accurx process. [**Action Debbie**]

Practice Changes

A number of salaried staff have left the Practice:

Dr Verma

Dr Ko

Dr Tang

Dr Griffiths is leaving mid-July

Staff joining the Practice:

Dr Louise Reed (Salaried GP, part time)

Dr Ambreen Shah (Salaried GP, part time)

A new person in the Patient Services Team

¹ Some PPG members received the survey subsequent to the meeting

A new Pharmacy Technician

Nicola Cook (Practice Nurse) is now a permanent staff member (was a locum)

4 vacancies have been advertised and some interviews arranged. An advert for a paramedic has been issued.

To fulfil the Practice needs, two more GPs are needed to cover 10 practice sessions.

Appointments System

Debbie said there had been no issues raised re the new Accurx appointment process. Malcolm said he knew of one case where it had been impossible to book a face-to-face appointment.

Debbie & Dr Elwig outlined the process whereby Accurx submissions are triaged and patients offered either a phone consultation or same day face-to-face consultation. Where a future appointment was appropriate (1, 2 or 4 weeks ahead), the patient would be sent a text with a link back to Accurx to book an appointment directly. It allows a choice of doctors, together with the number of appointments available and advises available appointment dates to make the booking.

Appointment numbers: During May 2024, there had been 363 telephone consultations and 559 face-to-face appointments.

LFMC Patient Survey 2023

Debbie outlined the results of the 2023 Patient Survey, which was mostly positive. Full results will be issued in July and Debbie agreed to put a link on the website [**Action Debbie**]

Some results² were:

Overall experience?	Very/fairly good	60.6%	Not very good	17%
Easy to get through to surgery?	Very easy/easy	58.8%	Not very/not easy	34.2%
Availability of GP appointment times?	Very/fairly satisfied	43%	Very dissatisfied	20.6%
Appointment times with nurses/ healthcare assistants?	Very/fairly satisfied	65.8%	Very dissatisfied	4.5%
Receptionists	Very/fairly helpful	84.8%	Not very helpful	10%

Google Reviews (Beryl) – not many since the introduction of the Accurx system and of these most have been positive.

Patient Communication

Malcolm said the new website design was clearer but did not meet many of the issues raised in the specification he prepared. There was too much information on the home page and it was not easy to navigate to other screens/information.

² Percentages omitted “Not tried” or “Neutral (neither good nor bad)” numbers

Debbie and Dr Elwig explained that much of the layout was determined by NHS guidance across practices. Some items had to be promoted and hence were on the home page. The resulting design had been reached after meetings with the web designers.

They agreed that the link to the PPG page could be more prominent; possibly before the “Contact Us” link. **[Action Debbie]**

Malcolm said his review was an ongoing one and he would continue to advise changes where appropriate and liaise with the Practice. **[Action Malcolm]**

It was agreed that feedback on the website could be included in the next patient survey **[Action Debbie]**

Feedback from March Newsletter – none received.

PPG

PPG Minutes were now published on the website. Accessibility was an issue however.

Malcolm raised the potential for liaising with other PPGs in our Primary Care Network (PCN). Debbie & Dr Elwig said there had been little interest by other PPGs in the past, but were supportive of the idea and suggested going outside our PCN for a wider view, which Malcolm will follow up. **[Action Malcolm]**

Dunmore Road to Radley Road housing developments

Debbie explained that through a process of checking “out of area” patients, a number of these had been removed from the Practice list, providing some scope to add new patients.

Any Other Business

Malcolm said he had received a couple of comments from Jane. The first related to the apparent inability to see the same (nominated) doctor, particularly for ongoing appointments. On one consultation she saw a new doctor who said he needed to go back to square one as he had no knowledge of the history. Also, she said she knew of at least 6 couples who had left the Practice for this reason and joined the Stert Street practice.

She also said a North Oxford Practice had held an open forum for face-to-face discussions between patients and GPs. The purpose would be for doctors to hear and respond to views from patients directly.

Debbie agreed to speak with Dr Lowe & Dr Barter on this **[Action Debbie]**.

Malcolm proposed a vote of thanks to Dr Elwig and wished him well in his retirement. This was unanimously agreed by the PPG.

Date of Next Meeting

Subject to checking, Wednesday 30th October at 12.00 on Teams was proposed. Dr Lowe and Dr Barter will take it in turns to attend future PPG meetings.