
PRG MEETING MINUTES

Date: 30.10.24

Present: Kevin Adcock, Di Wogden, Sue Theobald, Sylvia Hindley, Lin Sanders, Roger Watts, Robert Kelso (Chair), Michael Mant, Dr Sarah Street, Susie Wheaton, Sarah Bickley, Alison Lewis

Apologies: Dr Ed Matthews

Previous Minutes: Agreed.

Matters Arising:

1. **Clinical Triage Update** – Susie presented Clinical Triage PowerPoint

Di asked who will be triaging.

Susie - Will always be triaged by a Clinician.

Lin doesn't like NHS App, Di does.

Sarah B - Far fewer challenging conversations with patients.

Sarah S – Feels confident patients who need to see doctor are being seen.

Triaging doctor makes decision if face to face or phone call appointment required. We are seeing more people, and also checking no recalls outstanding, that they have had flu jab, etc.

6/10 appointments are face to face appointments.

It is helping to reduce the number of DNAs (Did Not Attend). There were 45 wasted appointments in the same week in September and in October just 2 DNAs.

Saved 142 appts in first week.

Decreased telephone calls by 200 in first week.

25.09 to 01.10 inbound telephone calls 2032

897 new users visited website on 02.10.24.

More new users on app in first week than in whole of April.

Data proves the communications advertising worked.

Lin - Does it depend on how eloquent a patient is or how much info they give?

Sarah S - Some just say "I want to see my GP" we always cross reference with record.

Triage Coordinator will ask for more information or GP will ring them for more info.

Di submitted form at 8am and spoke to doctor at 10am.

All triages completed by end of the day so far although we are helping to manage expectations by telling patients it could be 'up to 24 hours' before they receive a response.

Robert – Did the 2 weeks all get booked and you ran out of appointments?

Susie – No it's never been an issue, we have a 2 week appointments rota. If GP wants to see someone in 4 weeks Reception create a reminder or put patient on waiting list and call them back at appropriate time.

Sarah B - There is a red, amber, green appointment system. Red = same day appointments. Amber = within 1 week appointments. Green = within 2 week appointments.

NHS Contract says we must see patients within 2 weeks.

Current patient list is 19316.

Susie welcomes all feedback, good or bad.

18.44 Susie left.

Flu Vaccinations

Robert - After flu jab he had a message which took him to a link that didn't work.

Discussion revealed that link worked on Di's iphone but not on his or Lin's android phone.

Robert was also fed up with getting messages after he had booked appointment.

Lin - If accepted offer should come off invitation list and she had one today. Should be a way to flag it.

Sarah B will speak to Chris in IT and take for review at annual Flu Clinics Staff Debrief.

We vaccinated well over 3,400 people, still have Monday late clinics and clinics in the week. Pretty much booked up for over 65s. 500 left for under 65s.

Only see our own patients. Not now doing covid jabs, will have to book online or via Covid booking line 119 or at walk in clinics.

2. Process for Accepting New PRG Members:

Sarah B– We have a couple of new members here. More than this number may get a bit unwieldy. At a recent seminar the general advice was to encourage participation and to have no entry forms, have as many members as you can get.

Robert thinks you need big pool of say 20 as most times will get 10 or 12 people attend.

Lin – Maybe get a particular group for certain topics.

Sarah B – Ensure members understand that PRG meetings are for general discussions and not for personal issues.

Robert - If make a call and we had 10 people prioritise by age, sex, status, to widen nature of group, young mums? Shift time of meeting?

Most young mums busy with children, work, etc.

Sarah B One thing they said at seminar was that it would not always be necessary to have a Brannam representative there. Members would have the meeting and Brannam provide room. Di and Lin don't think this is good, as they feel they get valuable information from Brannam staff.

Robert – It does not need to be a doctor attending.

AL - Change photo on website to one of the actual PRG. Robert laughed that this may put new members off!

Robert suggested asking members to RSVP so we know how many are attending or just asking certain people to attend?

SB agreed to send out RSVP before each meeting and cap number of attendees at 10 for 'normal meetings'.

3. Meeting Schedules

Next meeting 18 December. May be easier for members to have more meeting dates available to plan ahead. One every 2 months.

4. AOB

Kevin's neighbour had letter to join diabetes group, doesn't know where it is, cost, etc. Sarah B thinks it is in locality, it is free. Neighbour to ring and speak to Sarah B.

Kevin asked if it would be possible to create 3 parking spaces in square in front of surgery and patients book parking space when book appointment. He had done a drawing for taxis to drop off with 3 spaces.

Land does not belong to Brannam Medical Centre. He then asked if perhaps 3 spaces could be allocated in Belle Meadow car park and Sarah B said we can't guarantee appointments run on time.

Susie worked very hard with the Council and it is now 50p for half an hour parking. We did have double yellow lines painted out the front of the surgery before. One of residents of the flats has now painted red double lines there.

Sarah B said for Kevin to forward ideas to Susie.

Kevin asked why the PRG is called Patient Representation Group. What's wrong with Client Forum?

Sarah B - we follow national NHS guidelines, some are called Patient Participation Group.

Lin – when came in for a flu jab previous she thought the surgery looked a mess but now the handwritten patient notices have gone it is looking much cleaner, calmer and tidier.

Kevin remarked that the flu clinic was good and Robert that it was well organised.

Meeting closed 19.07

Attachments on the email sent with these minutes: Clinical Triage Powerpoint

[L:\14. Clinical Triage\Planning\Practice meetings\1st Feedback session PRG Oct 30th.pptx](#)

NEXT MEETING: WEDNESDAY 18TH DECEMBER 2024
