

PRG Meeting minutes 29.07.2022

Attendees: Julia Bowyer- Practice Manager, Catherine Bradley- Secretary and John Clark.

Apologies: Amanda Phillips and Iain Geddes.

Meeting opened 1.12pm.

Julia started with a practice update and informed the group that new lighting had been installed in reception and the aim is to do the whole surgery as more cost effective and a more clinical appearance. Julia advised that we had also had a building inspection, all our compliance was in order and the feedback was that it went well, they were employed by the CCG to look at the estates across Cheshire.

Julia moved on to the extending opening hours that are proposed from October and advised it will be across the 4 PCN surgeries. Julia advised we will be stopping as a Tuesday 7.20am-8.00pm and the other surgeries will have a day each and then Vernova will cover Friday, Saturday and Sunday. The staff make up will be a HCA, AMP, 3x GPs, Social Prescriber and a Pharmacist. The PRG member asked where Vernova would be working out of, and Julia advised at this stage she was awaiting confirmation of there working premises. Julia advised that within our surgery we had employed staff and had job role changes to help the GP's. Fiona Maris is an Advanced Nurse Practitioner, and she does two minor ailments surgeries a week, Diabetes checks have moved to Sister Lesley Kirk to free up some appointments with GP's. Dr Studds to cover a GP's maternity leave and will be starting on a Thursday morning and Dr Hulme will be doing a Wednesday all day and there will be a locum once a week.

Julia advised that we had now done 4 months of birthday recall and this seemed to be working well and so far the data was looking promising for maximising patient care.

Julia advised that we are starting to prepare for flu season and the provisional clinics are the 19th September, 1st October 2022 and the 29th October 2022. The over 50s are included again this year, we have increased the vaccine order to accommodate this, but we are not sure at this point about covid boosters. There may be more detail on this at the next meeting.

Questionnaires were discussed please see attached results.

Questionnaire Results

1. We would like you to think about your recent experience during this current climate (pandemic). How likely are you to recommend this Practice to friends and family if they needed similar care or treatment?

Extremely Likely- 66%

Likely- 28%

Neither likely nor unlikely-6%

Unlikely- 0%

Extremely unlikely-0%

Don't Know- 0%

2. After your recent telephone/face to face consultation, do you feel that you received answers or explanations in a way that you could understand?

Totally Agree-69%

Agree- 25%

Neither agree or disagree-3%

Totally disagree-0%

Don't Know-3%

3. Thinking about you recent experiences please indicate areas of improvement and areas to continue doing?

Continue- Face to face is better glad it is back, very friendly and polite, listened, The competence with the friendly approach and rapidity of care, taking prescriptions over the phone, excellent service and support with weekly dressings.

4. Are you happy with the patient facilities here at Meadowside?

Very Happy-59%

Happy-32%

Neither happy nor unhappy-9%

Totally unhappy-0%

Don't know-0%

5. Do you think that appointment availability has improved during the last 12 months?

Totally agree-16%

Agree-40%

Neither agree nor disagree-22%

Disagree-13%

Totally disagree-0%

Don't know-9%

6. Meadowside has invested heavily in additional clinical support and alternative health professionals i.e. First Contact Physiotherapist, Pharmacist, Social Prescribing Link Worker, Mental Health Practitioner. On your recent visit where you consulted by one of these clinicians or asked if you would be happy to see?

6x No

4x Yes

7. Do you feel our telephone system and call waiting time has improved during the last 12 months?

Totally agree- 12%
Agree-41%
Neither agree nor disagree-25%
Disagree-12%
Totally disagree-6%
Don't know-4%

8. The following question is free format and is there for you to enter any further thoughts or suggestions that you may have.

Please improve appointment system
Pleasant reception staff and face to face appointments to continue
Continue to provide a good service
Excellent staff all very friendly and welcoming
Lots of information and really friendly
For me it's been brilliant

Overall

94% of patients are extremely likely and likely to recommend the practice to friends and family.
94% of patients received the answers or explanations to their problems in a way they could understand.

91% of patients are very happy or happy with the facilities here at Meadowside.

56% of patients think appointment availability has improved and 44% either don't know or disagree.

53% of patients think the telephone system has improved, 47% either don't know or disagree.

The above results versus last year, slightly down on the previous year for the first 3 questions but we have survived more than double the patients of last year so have got a broader response. As it stood at 100%.

The appointment availability has improved from last year at 53% to 56%.

The Telephone availability has decreased this year to 53% from 77% last year but again I believe this is because we have surveyed more patients than the previous year when the surgery wasn't properly re-open after the covid lock-downs.

The comments are all really positive a lot more than the previous year which is really encouraging for the staff and the surgery.