

PPG MEETING 1ST APRIL AT PONDTAIL SURGERY:

MINUTES OF THE MEETING

Attendees

PPG members: Alan, Huw, Ian and Jackie

Surgery staff: Practice Manager Andy Grove and GP Emma Linnard

Apologies

Apologies were received from Philomena and Caroline

- Minutes of the last meeting were approved
- The meeting welcomed Andy Grove the new Practice Manager. He told us that he has many years of experience working in the commercial sector and has been working within the Health Service for the last 5 years.
- Update from the surgery:
The Quality Outcome Framework is a measure of the service delivered to patients. Emma told the meeting that the surgery had received a score of 99% a great achievement. The surgery also achieved a patient satisfaction score of 88%. The meeting congratulated them on this considerable achievement. The staff appointed to the posts of Deputy Manager – Michelle and Care Co-ordinator Ellen are now well established in their new roles.
- Using text to contact patients
Alan led the discussion on how patients receive test results. He said that, at the moment, when any tests were done by the surgery the clinician tells the patient that they will be contacted by the surgery only if any action is necessary. Alan raised the point that it would be ideal if patients were also informed that no further action needs to be taken when tests proved to be clear. The meeting recognised that this would be very helpful. Emma said that the surgery orders about 250 tests each week. She said that currently there is no automated system available to contact patients to inform them of this. Sadly, given the volume of tests done staff time could not be found for the admin staff to ring patients to inform them of this. Emma suggested that the patients look up their test results on the NHS App allowing 7 days for the results to be posted there. If they are unable to do this, patients should feel free to ring the surgery for those results

Huw headed this discussion on patients' regular prescriptions. He said that it has been recognised that patients regularly forget to order their repeat prescriptions and this can cause pressure on the surgery as well as the pharmacy and the patient concerned. It is a constant ongoing problem for everyone and aggravated by not all medication being due for renewal at the same time. He asked Emma and Andy if there was any way that patients could be contacted using text if it was time to order a repeat prescription. Unfortunately this is not possible. The meeting discussed the idea that the pharmacy might be able to help and that this could be explored.

It was also noted that patients are not always informed of a change in their medication. This issue was being addressed by the surgery.

- Telephone appointments

Jackie asked why, when a patient is given a telephone appointment, they are expected to make themselves available for 5 hours to wait for the clinician to call them. Emma said that this was recognised as a problem for patients.

The surgery team are considering making all telephone appointments be scheduled for the end of surgery thereby reducing the time window down to ideally one hour. The PPG will follow progress on this.

- Any other business:

Ian raised the following points:

1. Booking appointments on the NHS app was currently not possible
2. At the moment patients seem to be not able to download their medical history.

Andy said that he would look into both these issues

3. Ian asked for an update on the building of new premises on the planned housing development on the Bletchingley Road. There appears to be no further progress at the moment

- Currently the minutes of PPG meetings are not recorded in date order on the Pondtail Surgery website. Andy said that this will be corrected as the PPG team have no access to this website.

- The meeting noted and congratulated Godstone Pharmacy for their recent award as Community Pharmacy Team of the Year

Date and time of the next meeting is 1st July at 7pm at Pondtail Surgery

