

# Wellfield Health Centre

## Patient Participation Group Meeting (PPG)

**26.04.2023**

*Written retrospectively*

<b>Present:</b>	<b>Alison Flannery (Practice Manager) (AF)</b> <b>Jennifer Collins (Assistant Practice Manager) (JC)</b> <b>Dr Maeve O'Brien (GP Partner) (MOB)</b> <b>Alex Brooks (Practice Nurse) (AB)</b> <b>(MP)</b> <b>(CON)</b> <b>(LS)</b> <b>(BD)</b> <b>(CB)</b> <b>(ZA)</b> <b>(SN)</b> <b>(FM)</b>	
<b>Agenda Item</b>	<b>Discussion</b>	<b>Action</b>
<b>Welcome &amp; Introductions</b>	Brief introduction from all present.	
<b>Terms of Reference and Ground Rules</b>	Referred to 2016 copy of the TOR and the 'Healthwatch Rochdale' guidance and all agreed that the 2016 TOR and Healthwatch ground rules Ground Rules were appropriate for	AF to update TOR
<b>Aims &amp; Objectives</b>	Reinstate the PPG post Covid-19 pandemic. Discuss plans to improve/amend appointment system post pandemic and winter pressures.	
<b>Election of Chair and Secretary</b>	PPG felt it would be best to revisit this once group feel better established and have a better understanding of the expectation surrounding the positions and consider whether we need them.	
<b>Update from the GP Practice</b> - Building work - Appointment system	Building work – building very near to completion. AF thanked the patients for their patience during the build especially with the car parking being limited. Patients were keen to understand the whether the new space would mean that we would be able to provide additional GP's. JC explained the efforts the practice had been making in order to recruit GP's, but that we were also experiencing lots of interest for room bookings from other services such as MSK, Dieticians, Paediatric Phlebotomy, Mental Health Practitioner and we were doing our best to accommodate these services for the convenience to our patient population.  Appointment System – JC raised that she had received feedback from patients and	

	<p>staff that they would like us to move back to offering pre-bookable appointments up to two weeks ahead. The practice was to commence this from the beginning of June but felt that it was important to explain that patients would not see an increase in the number of appointments available. The PPG welcomed these changes and advised they would even prefer to book further ahead than two weeks. JC then explained how, unfortunately, booking any further ahead means the practice sees a dramatic increase of DNA's and therefore were not prepared to offer further ahead at this time.</p> <p>The PPG raised the issue of being able to book appointments online, and/or online consultations. AF and JC explained that we do currently offer PATCHS for online consultation and it is effective when used appropriately. AB shared the difficulties in offering appointments online as patients will self-book inappropriately and the nurses have had patients booked in for symptoms that should be with a GP.</p> <p>ZA explained how the ongoing struggle between supply and demand creates a bottle neck in the system that is not always identifiable by patients, despite us offering additional ways to have contact with a GP.</p> <p>JC shared that patients are lot keener to see the GP post pandemic, even for conditions that are minor. The PPG discussed the lack of education surrounding 'self-care' and how its seemingly falling on practices to educate. The PPG is keen to help the practice educate our patient population by possibly offering contact in the waiting room with promotional resources to support. SN suggested some form of data collection that would highlight the type of requests coming in, whilst also offering seasonal promotional campaigns.</p>	<p>JC to continue displaying the number of DNA's on Facebook, posters, website and waiting room screens.</p> <p>JC and AF to arrange internal data collection x2 and feedback.</p> <ul style="list-style-type: none"> <li>• GP's to determine if patients are being booked in/sign posted appropriately</li> <li>• Receptionists to make note of the types and number of queries coming through on the phones. JC and AF to feedback findings at next PPG and any changes to processes following this.</li> </ul> <p>JC to source educational campaign materials to help promote 'self-care'.</p>
<b>Suggestions for future agenda</b>	Prescription ordering Data collection Promoting Self-care 'A Day In the Life of a GP'.	MOB to create a presentation to offer insight into a typical day of a GP for next PPG.
<b>AOB</b>	N/A	
<b>Next Meeting</b>	Wednesday 27 <sup>th</sup> September 6pm	