**Patient Reference Group**

**Brookside Surgery**

**Minutes of the meeting held on**

**Tuesday 14 May 2024 at 6.45 pm**

Present : CT (Patient Chair), Madeleine Clark (Practice Manager), Dr Jon Menon (GP Partner) and 7 patient members

1. Apologies: 8 patient member apologies

2. Minutes of last meeting

These were approved.

3. Matters arising

The National Association for Patient Participation. The Chair had reviewed the aims and objectives of the association and concluded that there was little benefit from joining. Members agreed.

Possible Patient Survey. The last survey was undertaken in 2019. Given the recent changes in the surgery’s phone system and the availability of the NHS App, for example, it was felt that a new survey should be undertaken. There had been insufficient time to consider its contents. The Chair invited all members of the Group to review the 2019 survey forward their suggestions for amendments and/or improvements to him at [*ctickle@hotmail.co.uk*](mailto:ctickle@hotmail.co.uk)*.*

4. NHS App used and promotion

Members present were enthusiastic about the App and assured our new member that is was both easy to instal and use – and that it can also be installed on a tablet. It was agreed to set up a rota so that members of the group could attend and help patients instal the App on their phones. An hour in the morning and one in the afternoon on a Friday was thought to be best. Also being present during the flu clinics.

5. Pharmacy First Scheme

To date, there has been good feedback. Most pharmacies are participating – it has made worthwhile for them! The doctors make referrals, though patients are tending to go direct. It covers 7 ailments and use is restricted to the under 70’s.

`6. Latest Practice News

(a) Appointments data and patient satisfaction

There were 1484 GP and nurse appointments in April. It was anticipated that there would a significant increase in the number of appointments offered and available this year. This reflected an increase in pro-active and preventative health checks.

There have been fewer complaints, though continuing niggles from time to time about service in the dispensary – where 5 days from receipt of the request to being available for collection is the norm. Patients may be asked to wait in reception while doctor’s prescription are processed. The online portal is useful to access sick notes.

Patients discharged from hospital – whether NHS or private – should be provided with 30 days prescriptions. This was not always the case.

(b) New telephone system

The average waiting time now is 2 minutes. Call back waiting time is 5 minutes – and you do not lose your place in the queue if you make the request!

(c) Current staffing

Staffing numbers are stable. We are up to date – appointments are available next week. We have 4 senior doctors and 4 trainees at present – which sometimes causes problems in finding rooms for everyone. This is common throughout the Rugby area. The trainees are replaced in August – but only then are we told by whom! In the dispensary, there is still a vacancy for a qualified dispenser.

(d) GP Improvement Programme

This has finished! It involved weekly 3 hour online meetings discussing structures, processes etc. It helped the doctors better understand the tools available - how better to use available data to be more efficient – to monitor the number of appointments for example.

(e) Further plans for 2024

Processes in the dispensary are always kept under review. There is still a significant incidence of prescriptions not being collected. The intention in due course is to remove the option for prescriptions to be requested over the phone. It is open to confusion – what exactly is required? Who is it for? It is time consuming to listen and make sense of the requests. Using the NHS App to request repeat prescriptions is simple and much more certain – and much easier for the dispensers. It was noted that Covid appointments were made using an App.

7. Any other business

There are still shortages in the supply of drugs. Where possible, alternatives are given out if possible.

One member suggested the removal of all notices except a cheery welcome. It was hoped that the new screen in reception – recently with much effort from many - may do the trick!

8. Date of next meeting – 24 October 2024 at 1.30 pm.