THE SADLERS HEALTH CENTRE

Dr. F. Mahmood and Dr. M Verma - Hatherton Medical Centre, 1 Hatherton St., Walsall WS1 1VB

Practice Manager: Ms C. Murphy

Tel. 01922 622326

Patient Participation Group (PPG) meeting

Wednesday 12th June 2024 at 12 noon in the Surgery

In attendance:

CM (Practice Manager)

DP (Chair)

RI

CM

CS

HS

1. The Chair welcomed everybody to the meeting.
2. The notes of the meeting on 6th March 2024 were accepted.  
     
   Matters arising from the Notes and not covered by the Agenda:  
     
   Drinks machine: There needs to be dual agreement with the Umbrella Group and we are waiting for an agreement with Greg Bloom (Practice Manager Umbrella Group) at which time a notice will be displayed informing patients.  
     
   There would be a meeting with Dr Stevens mid July to discuss any problems with the New Centre . Surgery signage is one of the concerns as the Umbrella Group sign would currently suggest that Saddlers is part of that, but Saddlers needs to have a separate sign for patients. All issues to be passed to him by the end of June. Dr Mahmood joined the meeting and felt that this request should come via the PPG.   
     
   Notice also to be displayed reminding patients to book their registration on the machine at reception when using car park facilities.  
     
   Practice Manager has and is continuing to complete an internal audit on the demand and capacity for appointments. She has contacted Red Centric and the overflow calls have now been increased from 10 to 20. The recorded message will also be shortened.
3. New Medical Centre update  
   As from the last meeting the ANPR (Automated Number Plate Recognition) installation has been completed for the Surgery. This was a process that most patients were not happy with, some having received fines although there had been a promise of a week’s leeway for patients. The Practice Manager had contacted the operator to request fines to be cancelled in view of clinics overrunning and patients not completing the car registration correctly.  
     
     
   The ANPR system is now fully operational and all patients are aware and are given guidance of what needs to be done when attending the surgery. The surgery and its staff now have no involvement with the car park ANPR and patients are issued with the contact number for the operator to deal with any appeals or queries they may have. If a patient’s visit is less than 15 minutes no charges will be made.  
     
   Screens still need to be fitted on the walls on brackets for easier viewing and the Practice Manager has contacted the landlords concerning this but is still awaiting a date.  
     
   The new Pharmacy, ’I-Dispense’, had the keys to the area from 27th March 2024 and have been preparing for its opening in around 6 weeks’ time with an approximate opening date of 5th July 2024. Members will be updated when the dates are confirmed.
4. Practice/Doctors Agenda items
5. Modern General Practice - Contacting Surgery/Managing appointments   
   The Practice Manager reported that she checks the GP dashboard on a monthly basis and the practice is meeting the contractual requirements for appointments. The practice has currently 4294 patients (Information from April 2024) and patient list size is increasing. Demand for appointments is under constant review and changes will be made as appropriate.   
     
   From 01.04.24 – 28.04.24:  
     
   1,611 appointments were offered this being 111 more than the 1,500 which the practice is contractually committed to.  
     
   1122 of these appointments were face to face, contract required 1044, a total of 78 more appointments than the contract states  
      
    627 of these appointments were with the GP where contract states we need to offer 584, a total of 43 more appointments.  
     
   667 of these were on the day appointments where contract states 620 needs to be offered, a total of 47 more appointments.  
     
   The increase in patient numbers will mean an increase of offered appointments with all clinicians. This will be continuously reviewed to meet demand/requirements.  
     
   The surgery currently has 4294 patients and another locum has been employed. The GPs would like to increase this to a maximum of 4500 at which time another GP or Nurse Practitioner would be employed.  
     
     
     
     
   In a demand and capacity audit (from the 01.4.24 – 01.5.24 and on going) the data showed the following signpostings:

45 patients to the minor illness clinic at the pharmacy  
36 patients to the urgent care centre  
1 to a dentist  
12 to NHS 111  
4 to A&E – these patients had shortness of breath, chest pains, heavy bleeding etc  
  
A saving of 98 appointments in 1 month. The staff will continue to receive relevant training, example triage training in house with our clinicians.

Patients can continue to pre-book routine appointments up to 6 weeks in advance, after school and work appointments 6.30pm - 8pm are available in the extended hours at Forrester St and Little London surgeries, Monday to Friday, bookable at the Saddlers surgery. There is also a Saturday extended hours clinic 9-5pm appointments which can be pre-booked.

There were 149 Accurex on-line submissions from 01.04.24 – 30.04.24, 80% of which were done through the website and 20% were completed via the NHS app.

98 of these submissions were medical reasons and 51 were admin reasons, again a total of 149 telephone calls saved for the patient using on-line services.  
  
The surgery will promote the on-line access services for those patients who are able to use that service and those who cannot may use the phone system to contact the surgery. The practice has decided not to go ahead with the total on-line triage but will continue to review the demand and capacity of appointments, promote the NHS app and on-line services for those patients who can use it. This will free up the phone lines for those patients who cannot use the on-line facility.

There is a process of auditing underway to identify frequent attenders for those patients who are attending more than 5 times on a regular basis. Once they have been identified these patients they will then be discussed with the GP and possibly reviewed with the patient. Information to be fed back at the next meeting.  
  
The Practice Manager will continue to promote on - line services/community services/social prescriber by displaying appropriate posters, updating facebook and website. Also sending text messages to all patients. The surgery continues to promote the NHS app and consideration is being given to a promotional inhouse day. Further information on this will be relayed when available.  
  
The Social Prescriber’s services to be promoted to patients informing them of the support available to them eg. Elderly support, Finances, Mental Health, Cancer support, Housing, Health and Lifestyle. Carers support and General Welfare support.

1. Patient Questionnaire – Action Plan  
   The practice awaits the annual GP survey results and when available appropriate action will be taken and fed back.  
   Overall results from the 2023 patient survey were good.  
     
   An internal survey/patient questionnaire will be arranged running for at least 8 weeks in order to give patients a chance to complete. This will also be added to the website and facebook. Questionnaires will also be available in reception and the results will be fed back at the next PPG meeting.
2. Pharmacy First  
   Patients are being actively sign posted to the pharmacy first scheme with referrals being done daily for minor surgery and this will be promoted in surgery, facebook, website and via text message. Practice Manager to arrange this in the next few weeks.
3. Staffing Levels  
   One of our reception team have left with another due to take maternity leave. An additional member of staff has been employed and is due to start on 8th July 2024. She has 15 years’ experience in GP surgery work and is very keen to join our team.
4. Website  
   The website is updated as and when other information is available and the company who takes care of this are doing a very good job.
5. PPG membership recruitment  
   The Practice Manager has been actively promoting for new members to join the PPG without much success. As new patients register with the practice text messages will be sent to anyone over 18 years of age to inform them of the offer to join.  
     
   The Chair reported that the meetings which used to be arranged by the Walsall Clinical Commissioning Group for the Chairs of Walsall GP Practices to get together have been discontinued.
6. DNA statistics  
     
   1 month 339 - 3 months 886 - 6 months 1335 - 12 months 1834  
     
   Texts are sent out to those patients who ‘Do Not Attend’ appointments if they are frequent DNA’ers. This is then discussed with the GPs for the next step.

The date of the next meeting was agreed as Wednesday 9th October 2024 at 12 noon in the surgery,