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 Representative Group (PRG) meeting

Wednesday 6th March 2024 12 noon

In attendance:

Catherine Murphy (Practice Manager)

Deirdre Pedley (Chair)

Roger Ince

Chris Mansell

Colin Skidmore

Hilary Skidmore

1. The Chair welcomed everybody to the meeting. Apologies were received from Dr. Mahmood.
2. The notes of the meeting 29/11/23 were accepted.  
     
   Matters not covered by the Agenda:  
     
   Drinks machine in the waiting room, as discussed at the last meeting,  
   Practice Manager has spoken to Dr. Stevens (Senior GP Partner Umbrella Group)  
   who has advised we can arrange this if all practices agree. We await comments from Mr. Bloom (Practice Manager Umbrella Group).
3. New Medical Centre update  
   Staff are happy with the new Centre but not yet fully integrated and there are a number of things yet to be sorted.  
     
   It was reported that the new Pharmacy agreed to open in Spring 2024 would be in operation shortly.  
     
   Automated Number Plate Recognition (ANPR) is now in operation for car parking and patients will be required to enter their registration number into a screen at reception. Patients have been sent text messages informing them of this and a maximum 90 minutes stay. It has also been added to the website on 26/2/2024. Any fine or appeal will be dealt with by the operator not surgery staff.  
     
   Comment cards are now in reception for patients to complete with any concerns, compliments or ideas and these would be discussed at a practice meeting and fed back via the website.
4. Practice/Doctors Agenda items
5. Staffing levels  
   Health & Wellbeing Practitioner (HWP) – Not provided by the Primary Care Network (PCN) at the moment. ‘Walsall South 1’ PCN is a group of nine surgeries including ours. They can provide extra clinical staff to surgeries within the group on a part – time basis. Enquiries have been made to them regarding the HWP role and note has been taken of this.  
   Currently the practice is referring any patients to Well Walsall for health and wellbeing. The Social Prescriber (SP), presently available on Friday mornings at the surgery, can also arrange advice on groups, gym sessions etc. A referral can be done to our SP without seeing a GP.   
     
   The pharmacist will review a patient’s medication with a booked appointment. They work for the surgery as part of the ARRS (Additional Roles Reimbursement Scheme), part of the PCN.   
     
   The Health Care Assistant (HCA) sessions have now been increased and she will be working Monday, Tuesday and Thursdays 8 – 6.30 pm. The practice is also looking to increase the hours of the Advanced Nurse Practitioner (ANP) or employ another doctor as patient numbers currently 4,000+ are increasing on a daily basis. Registrations will be monitored and reviewed with the need for additional clinic staff being discussed with GP’s. This to be discussed in the next financial year. The practice has an excellent team who all work well together.  
   The surgery has benefitted from the services of Year 1 and Year 3 medical students (supervised by GP’s) who will be with the practice until the end of March. Feedback has been good.
6. Staff Training  
   Staff training is undertaken on a regular basis. Nurse and HCA have undertaken training on diabetic issues
7. Contacting Surgery & Managing appointments -Face to Face/Telephone/Online  
   Under the heading of “Modern General Practice” it has been requested that all Surgeries around Walsall trial total triage, this being where any calls to the surgery for appointments will be directed to the online form (we can help those who do not have access to online). Once completed and received the GP on call would then review all patients/reasons and care, navigate them to an on day appointment, Pharmacy first, routine appointment, extended hours, A and E, Urgent Care Centre (UCC), Social Prescriber etc depending on the symptoms of the patient. The practice has chosen not to trial until April 2024. There would be some communications for the patients on the website, Facebook, posters in waiting area, text messages and on the recording of the telephone service. This would be a trial and feedback from patients would be required as to how it was working/ things not working etc. via questionnaires. This would be a new way of working for everyone and so would not be expected to run smoothly for the first few weeks, teething problems were to be expected. A meeting with all staff would be arranged to advise them of the starting date.  
   There is currently one appointment a day for each doctor bookable on-line.  
   Appointments can now be made for 6 weeks in advance with each GP. Patients who book “just in case” appointments have been advised that this is not permitted. There are currently 20% telephone consultations and 80% face to face and this is being reviewed on a trial basis. Members expressed concern regarding the availability of on day appointments. The practice manager stated that Mondays and Wednesdays were particularly busy and she would be monitoring the situation. Appointment slots are always available to vulnerable patients. A breakdown of a typical day’s schedules for both GPs was tabled.
8. Website  
   It has been confirmed that patients cannot cancel/re-arrange appointments through the website but this can be done via the NHS app. There are many new features on the app and it is improving on a monthly basis and the surgery is trying to promote the use of the app through its website – posters, Facebook etc. If patients are not registered and would like to be then the surgery can arrange some help/guidance on how to deal with this. NHS England is proposing to provide laptops for patients at home who do not currently have access to the facility. This would be on a loan basis.
9. PRG membership  
   Practice Manager reported that she had two possible patient members and she would make contact with them.  
     
   The Practice Manager had given a positive feed back to an enquiry from Natalie Harding (Involvement Specialist at the ‘Integrated Care Board’ (ICB)) as to how things were with the PRG although it had been a struggle to recruit new members. Ms Harding had provided a website to pass to members and this would be sent out at the end of the meeting. She has been invited to attend a future meeting to become acquainted with members.
10. DNAs – Latest Statistics  
      
    Number of patients who did not attend appointments :  
    1 month 350  
    3 months 772  
    6 months 1188  
    12 months 1737  
      
    Text messages are sent out to regular DNAs informing them that if it continues they will be removed from the practice list
11. Patient Questionnaires  
    The annual GP surveys have been sent out and results would be received by the Practice around June. These would be shared with the group including any action Plan. This item to be included on the next Agenda.  
      
    The surgery continues to promote the friends and family questionnaires, NHS UK reviews (the old NHS choices) and will have its annual internal questionnaires for patients, google review. Being always looking to improve its services etc with the help of patients  
      
    Practice Manager has now updated the google business page and has access to update and review the information on there. This being done on a monthly basis. However some of the reviews are from umbrella group patients who are giving one star reviews. They are not from Saddlers patients and this will be looked into.
12. Patient Concerns  
    Two of our ‘virtual group’ members had sent emails to the Chair and Practice Manager regarding the difficulties they had experienced in securing the appointments they required. The Practice Manager would reply to them thanking them for bringing their concerns forward.  
      
    Patient 1. Informing her that the practice provided a wide range of telephone consultations, face to face consultations at various times of the day (a preference can be requested) the clinic runs from 9 am to 5.30 pm Monday to Thursday (Friday 9 am to 1 pm) with appointments available in extended hours Monday – Thursday also in the evening time after 6.30 pm. Every effort is made to hold the pm appointments (after school and work) for those who do require an appointment at this time. But unfortunately these are normally the first to go as pre-bookable appointments. On the day appointments are for acute/urgent illness which require an on the day appointment. In these circumstances the patient is either off work or school as their symptoms as mentioned are urgent/acute illnesses. If patients require a pre-bookable appointment after work or school and are unable to access any of the late appointments or extended hours appointments the Practice Manager, if requested, would review the clinics available. Unfortunately the primary care sector is moving forward with the Modern General Practice and the digital journey and as all GP surgeries Saddlers has to follow the guidance set within the ICB/NHSE. 90% digitalization will be required. The patients communications would be discussed with the GPs.  
      
    Patient 2. The practice has had a turnaround of pharmacy staff resulting in the surgery losing one of the ICB pharmacists. Concerns were put forward to the PCN who have now recruited another pharmacist who will be in surgery on a Friday morning. She has been trained in house with other pharmacists in February and will be able to take on more roles for the surgery in March 2024, this will include face to face appointments. At present the surgery has two pharmacists from the PCN who, although only have telephone consultations on the system, they can be changed to a face-to-face appointment if preferred by the patient. Practice Manager would sort out the patient’s concerns.
13. PRG  
    It was agreed that the group would in future be referred to as the Patient Participation Group (PPG)
14. Next Agenda  
      
    Items to be added to the next Agenda:  
    a) Action Plan from Patients Questionnaires  
    b) Pharmacy First  
    c) Modern General Practice  
      
    The next meeting was set for Wednesday 12th June at 12 noon.