


Grovelands Medical Centre Patient Participation Group

Minutes for Meeting on 28/01/2025	
Present	Present: OM, KG, AM, PB, KR, TK, JV,KN, PC, NN Apologies: AR, RG, TC, JB
1.	<p>PPG Overview</p> <p>Warm welcome to NN who is joining our PPG Group. Re-affirm Chair position – this is undertaken annually, OM has confirmed she is willing to continue BUT if anyone has any issues please contact Kerri, practice manager or Pam, deputy practice manager before the next meeting.</p>
2.	<p>Guest Speaker</p> <p>Kerryanne Reception Manager joined the meeting to tell the group about her job role. Kerryanne says: I have worked at Grovelands for nearly 6 years, I started in Oct 2019 as a Receptionist for 2 years, then I became the Senior Receptionist for 2 years, now I am the Reception Manager and have been in this position for over a year. I manage a team of 12, 8 of them are more experienced Receptionist and we have 4 new colleagues.</p> <p>Reception responsibilities are: Lab reports Medicine management Urgent tasks- this could be prescriptions, book an appointment, repeat blood test etc Emails Rapid health administration Docman – filing / tasks – hospital letters that come through the electronic system or come via the post DNA's – Telephone patients who did not attend their appointment Scanning of correspondence Post As well as front desk, enquiries, telephones</p> <p>My role in the practice is to ensure all receptionists are trained and competent in all these areas.</p> <p>I also manage:- Health and Safety in the surgery, Fire drills, water temps etc Recruitment of receptionists All Clinicians rotas & Annual Leave Majority of the surgery's annual leave Reception non clinical Complaints Google reviews Reception team Reviews and Appraisals Ordering</p>

	<p>I deal with the surgery upkeep alongside Pam I help organise the surgery Flu/Covid clinics Read codes</p> <p>As well as answering telephones, test results and admin and all the queries from Reception, and members of the larger team.</p>	
3.	<p>Update from Practice</p> <p>Staff leaver/joiner</p> <ul style="list-style-type: none"> • Adrianna – Pharmacist left in October but came back in January • Sean – First Contact Physio leaving as wishing to work at one site rather than across three sites as at present. We are in discussion re a replacement. <p>Joiners</p> <ul style="list-style-type: none"> • Jordan – Paramedic • Nicola– Receptionist • Sarah – Receptionist <p>Reception team has varied experience and backgrounds, this different dynamic is working well.</p> <p>Dr Pinto, Salaried GP, is consulting an extra day a week from 31.01.2025</p> <p>We have a new Salaried GP joining from early March working 1 day a week.</p> <p>Appointment availability & DNAs (Did Not Attend) Did not attend stats for 2024 below: Q1 9% 569 Q2 9.7% 626 Q3 11% 599 Q4 12% 749</p> <p>During meeting we were asked “what is the national average” and member PC kindly googled and confirmed 7.6%. Acknowledged the surgery has a higher-than-average percentage and KG will look at what we can do to lower these figures.</p> <p>Monthly ‘Did Not Attend’ figures are advertised on the waiting room screen.</p> <p>Did Not Attend figures were discussed and whether there was anything we could do to help improve the stats, particularly for patients with mental health issues. It was mentioned we previously phoned this cohort of patients to remind them of their mental health reviews but at the present time, with staff shortages, we do not have capacity to do this.</p> <p>To cancel an appointment it is suggested patients:</p> <ul style="list-style-type: none"> • Cancel by calling or texting back on the appointment reminder CANCEL option. • Ensure patient details are correct, up to date, to enable surgery to send a text reminder. 	KG

	<ul style="list-style-type: none"> • Put date in your diary or put an alert on your phone so you don't forget. <p>As previously mentioned, we do call the patient after each DNA as a welfare call and an education call, educating that they do need to cancel appropriately in the future, if appointment no longer required.</p> <p>We also ask that all patients let us know if they change address or phone numbers to ensure we have up-to-date contact details.</p> <p>Complaints received Complaints received since the last meeting were discussed in an anonymised manner and the PPG were satisfied with the actions and learning put in place by the practice to avoid any future similar incidents occurring.</p> <p>Project Change Survey (for patients to complete) 2 areas were suggested to consider with PPG group, one would have entailed advertising and running a workshop with a facilitator to run through a provided 62-page PowerPoint presentation to get everyone to think and give their ideas on the NHS 10 year plan. We'd need to make sure all attendees give informed consent, create a privacy notice etc. All the ideas would then be submitted back to NHS England as part of their survey by 14th February. This is not mandatory and the surgery did not feel they had capacity to carry out this survey, however we also have the Project Change survey, which we have been advertising for patients to complete, this has been up on social media since November and is also on our call screen in waiting room with QR code. Individuals are encouraged to share their own experiences to help prioritise key challenges facing health and care or for them to suggest an idea for improving the NHS. Please see link below. Change.nhs.uk</p> <p>Rapid Health Online Consultations Discussion around Rapid Health and the pros and cons, many frustrations which were noted. Advised some frustrations from surgery also as we are unable to make changes, we do give feedback to Rapid Health. Group asked is there a question to tick if has mental health issues or is a carer? No there isn't but there are other options such as to ring the surgery and explain situation and staff will help. Group asked if we engage or have a relationship with the pharmacy across the road and yes we have an excellent relationship with our pharmacy team being regular visitors to the pharmacy if any issues arise. There have been some incidences where the pharmacy haven't downloaded prescriptions, instead sending patients back to Surgery, but we always confirm when that is the case and we have actioned everything our end. Discussed why sometimes showing as "offline" as looks like a network error from patient point of view but this is when surgery has reached capacity, and the message does then direct patients to call 111.</p>	
4.	<p>Communications and Surveys (e.g., newsletters, updates to website, friends & family)</p> <ul style="list-style-type: none"> • April friends & Family 90.5% • May friends & family 94.1% • June friends & family 93.5% 	

	<ul style="list-style-type: none"> • July friends & family 95% • Aug friends & family 90% • Sept friends & family 94 % • Oct friends & family 95% • Nov friends & family 95 % • Dec friends & family 92 % <p>Discussed the last 9 months Friends and Family results, regularly in the mid 90's percent. Dipped over December when we had less appointments around Christmas period.</p> <p>Winter Newsletter was issued. KG brought some copies with her to pass round, although each member will have received via email. Also, a copy is on waiting room noticeboard and on Grovelands website.</p>	
5.	<p>PPG member items</p> <ul style="list-style-type: none"> • Engaging younger patients with PPG <p>Thoughts from group that even if we could engage younger members this format will not keep them engaged. Where do you want to focus, ideas how to engage. Several suggestions, OM requested that any ideas be emailed to her regarding how PPG can help.</p> <ul style="list-style-type: none"> • Community pharmacy survey <p>Help shape the future of pharmacy services in West Berkshire, Reading, and Buckinghamshire</p> <p>Healthy Dialogues, on behalf of local councils in West Berkshire, Reading and Buckinghamshire, is conducting a survey to understand how pharmacy services meet the needs of residents.</p>  <p>They encourage anyone who lives, works, or studies in these areas to share their views - whether they use pharmacy services often or just occasionally. Your feedback will guide improvements, ensuring these services better support everyone and also help:</p> <ul style="list-style-type: none"> • Identify how pharmacy services meet local needs. • Highlight challenges in accessing these services. <p>The survey is quick, confidential, and open until Sunday 16 February 2025. Residents can complete the survey on Your Voice Bucks. If you have any questions or need more information, email PNA@healthydialogues.co.uk.</p>	
	<p>AOB:</p> <ul style="list-style-type: none"> • Add to next Agenda – Plan and drive to use NHS App. 	
	<p>Date of next meeting – tbc (approx. April 2025)</p>	All