

# PPG Meeting: 25<sup>th</sup> May 2023

## **Attendees:**

Marion Gower – Practice Manager

Caron Keefe - Assistant Manager

## **PPG Members:**

DM

SG

SS

TB

IM

## **Apologies:**

GR

EL

## **1. Introductions**

### **2. Staff Members Leaving**

Unfortunately Dr Boundy left the surgery last week, she has been a GP at our practice for the last 15years. She has joined another local practice and is possibly going to be joining the Out of Hours Hub so our patients may still see her.

Sonia one of our receptionists who has had two spells at the surgery has also left. She has moved away from the area.

### **3. New Staff Members**

We have employed a new receptionist called Mandy, who joined at the beginning of the month. Mandy will be working every evening over 5 days.

### **4. Phone Data**

Our phone data is constantly improving. We are still ensuring four staff members are answering the phones until 9.30am every morning.

### **5. Practice Website**

Our website will be changing shortly as Carshalton PCN are improving all local surgeries websites. There has been constant issues as the map on our website directs customers to Wrythe Green Surgery. Marion and Hollie tried to contact google about this but this was not able to be rectified. We are hoping the website change will rectify this. Our website address will remain the same and you will still be able to do what you do now.

### **6. DNA Figures**

Our DNA (did not attend) figures have improved as we now text patients the day after a non-attendance to remind them to cancel in future. Hollie adds the DNA figures in the waiting room on the 1<sup>st</sup> of each month.

### **7. Mock CQC Inspection**

Yesterday we had our mock CQC visit they attended the surgery to help us with any issues that we may have so that we can implement any changes before the real CQC visit. We expect this visit to be within the next few weeks.

### **8. Calling Screen in Waiting area**

In the last meeting we discussed the calling board screen. Some members requested diet and exercise information which Hollie has found videos for and added to the screen. We have also deleted any outdated messages. This was noted by a couple of the PPG members.

### **9. Access Arrangements from October**

The NHS are introducing a new way of access from October 2023. At the first contact you must be offered an appointment within two weeks. From October, no patients should be told to call back the following day. There are other services you can be forwarded to including the Pharmacy referral scheme who can treat issues ie: conjunctivitis or hayfever. You can also use the Accrx triage service

which we have discussed previously. No patients should be told to call back the next day, which should also improve the phone waiting time.

Other surgeries have moved over to complete telephone triage meaning the GPs will prioritise patients and decide who needs to be dealt with that day. We have discussed this with our staff at length and do not believe this will work for us. This will be discussed at our next PPG Meeting.

**Date of Next Meeting: 7<sup>th</sup> September 12.30pm**