

7TH September 2023

Attendees:

Marion – Practice Manager

Caron – Assistant Practice Manager

Hollie – Admin Assistant

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1. CQC Visit and Outcome

Our CQC visit was back in July 2023. They returned to review the issues brought up from the previous visit in 2022. We are proud to say that we have now achieved “Good” which has improved since “Requires Improvement” last year.

We hope to continue achieving and keep our Good rating.

The new issues raised this time were mainly clinical based relating to Medications and results. We have received the draft report and are awaiting the final one.

This has now been uploaded to the surgery website for everyone to view.

2. Name Change

There is an ongoing issue with confusion between our GP Surgery and Wrythe Green Surgery due to the similar names. We are in the process of changing our name, which will help rectify this problem as there is constant issues with deliveries, visitors and emails going to the wrong surgery. We have agreed to the name change due to Wrythe Green operating before us.

Both the ICB/NHS and Green Wrythe were keen for the PPG members to have some input into this and asked if they had any suggestions on what we could be re-named to. We have been thinking over the last few weeks of possible names – Middleton General Practice being one of them.

The PPG members were not in favour of this name due to the fact there is a dental surgery with a similar name and there is also another GP Surgery (Faccini House) in Middleton Road. Middleton Road is also a very long road.

We asked the PPG members if anyone had an opinion or any ideas of what our name could be and a few state that "The Circle" should be included in our name as that is what the area is known as. The Circle GP Surgery, The Circle Medical Practice and the Circle Clinic were suggested. The Circle Clinic would not be advisable as the Clinic upstairs are not changing their name.

We have to send a formal letter to NHS England with an application to change our name and hope to do this by the end of the month. This will be a long, lengthy process as we will have to change the website, referrals, inform the hospitals and change invoices.

3. New Receptionist - Sarah

A new receptionist position was available due to some receptionists needing to change their working hours. We have a new lady who has started her training today but will not officially be starting until November due to a pre-booked holiday.

4. New Text System

After the CQC visit it was suggested that we use a new batch messaging system. This allows us to create a particular appointment slot such as "flu jab" and invited patients can personally book their own appointment. We trialled this after the CQC visit out of 300 patients invited for a smear test, 85 booked within the first week. We have since done this with smear tests, blood tests and the flu vaccinations. This has greatly reduced the amount of phone calls and patients have the freedom of booking an appointment suitable for them.

Our estimated delivery date for the flu vaccination is 20th September. We have a Saturday Clinic on 23rd September and a few other clinics throughout the next few weeks. We have also reduced the amount of flu vaccinations we have ordered as last year we had to dispose of around 500.

One PPG Member asked if you can request a Smear Test even if you are out of the age range (64+). We have since checked this with our Practice Nurse who says the lab will not generate the smear. If you have any issues you would have to book with the GP to be referred to Gynaecology – alternatively if you are healthy and just want a smear test you will have to go to a private clinic.

5. New Website + New Phone System

The PCN were very keen for all Practices to have a “GenPra” website which has more detail included.

PPG members were advised to have a browse of the website and if you see anything that needs to be changed or added to please let the management team know.

We will shortly be having a new phone system called X-ON which most practices now have installed. We are currently with Premier Choice. The benefits of X-ON is that they can re-route calls if there is any major incidents which we cannot do at the moment.

6. TV Screen

Hollie has updated the TV Screen to include seasonal adverts such as the flu vaccination.

7. Other Business

Anna Pharmacy in Carshalton are hoping to have a supply of Covid Vaccinations in October. If you are invited this is somewhere you will be able to book for. Last season Anna Hackbridge were offering the vaccination but we have since been informed that Carshalton will also be offering it. Hackbridge now has a new school, dentist and the medical centre has also moved. We were offered the Covid Vaccinations but we politely declined. There will be more training involved and forms to fill. We have decided to focus on the flu vaccinations this year.

From the 31st October everyone will have prospective access to their medical records. You will be able to see everything including free-text. You will not be able to see any historic notes, just anything new added to your medical records.

Unfortunately the numbers for our PPG have dropped, we had around 20 people interested when we re-launched but only around 8 are regular attendees. In the New Year, we will think about re-advertising.

Note to the members who didn't attend the meeting today if you have any suggestions for the name change of the surgery – please get in contact with us.

Next Meeting: Thursday 7th December at 12.30pm