

Chalfont Surgery Patient Participation Group (PPG) Meeting Minutes

Date/Time: Thursday 28th September 2023 at 1pm.

Attendees:

- Mario Paschalides (Practice Manager)
- Dr V Ojike
- Ayse (Admin team leader)
- Gizem (Admin staff/Minute taker)
- Linder cooper (Patient)
- Jennifer Jenkins (Patient)
- Mohamed Mohamoud (Patient)

Minutes of last meeting:

Mario mentioned that the last meeting was about preparing and getting ready for the practice merger. Both surgeries were officially merged on the 1st of August 2023 and seems to be going seamlessly with no clinical issues. All medical records have been successfully transferred over to Chalfont surgery.

There were a project regards to electronic records. All patient records were previously paper, and they have now all been scanned are all electronic.

Patient surveys:

Mario says every month we send out friends and family surveys to patients. Patients should receive them via SMS text messages. The question asked is 'overall how was your experience with our surgery? We also have paper friends and family tests at reception desk that patients can ask for.

Looking back at August patient surveys, 95% of patients rated our service either good or very good.

Any other business:

Mario advised that there has been some money allocated to the building to configure the surgery to help make it a more comfortable space. The decision should be finalising within the next few months. It would make the reception space slightly larger as it is currently shared with other services such as diabetic eye screening and blood tests.

It was a new building when we first moved here but the building needs updating and modernising.

Mr Mohamoud asked how many rooms there are in total. Mario answered there is currently 4 GP rooms and 1 nurse's room. We are looking to add 2 more extra rooms.

Covid boosters and flu vaccinations are up and running. Patients will receive text messages to book an appointment. We do also offer walk in appointment downstairs on the ground floor for both vaccinations if patients are unable to book an appointment with the nurse.

Mario mentioned that also most Tuesdays, there is an employee from the Enfield Carers Centre on the ground floor who has a stall for any advice. A lot of patients are carers, but they do not always get the benefits they are entitled to.

Mrs Jenkins asked how long it will take to improve the time patients need to wait for appointments as same-day appointments are always booked by the time she gets through on the phone. Dr Ojike added that patients can also book appointments online and have more options. Same day appointments are released after midnight for patients to book online.

Mr Mohamoud advised that he used to have to wait on the telephone line for longer in the mornings, however now there is a call back option, it makes it much easier as you do not have to wait on the line. To speak to a receptionist.

Ms Cooper asked when it is a call back option, is it someone separate answering them compared to the rest of the calls? Mario answered that it is all the same staff taking the calls. Gizem mentioned that the call backs come in between the regular calls. So, if you were 10th in the queue then it will automatically call you when it is the 10th turn. Mario says this prevents staff from picking and choosing and the phone system works it out automatically.

Dr Ojike discussed the GP Out of Hours Access Clinic. Patients can still see a GP out of hours in the evenings or on the weekends. If they call 111, then they can book patients in with a GP rather than having to go to A&E. Reception staff can also book routine appointments for the weekends and evenings which takes place on the ground floor. Mario mentioned that before covid, it used to be a walk-in service, but it stopped, and it is an appointment service only which works well.

Mrs Jenkins said that she received a call from a clinical pharmacist rather than a GP. She asked what the difference is. Mario answered that as part of trying to improve the service and offer more appointments, there is a group of clinical pharmacists who work for Chalfont, Evergreen and Rainbow practices that are based in this building. They have access to all patients records so rather than a GP monitoring patients' medications and any changes from hospitals etc. The pharmacists do that instead as it is their speciality, and they will contact the patient directly if a review is needed. This also means there is more appointments to offer with the GP for medical reasons.

Mrs Jenkins asked if it is possible to book double appointments for multiple problems. Dr Ojike answered that it is better to book a single appointment and speak to the doctor. Depending what the problem is, the doctor may be able to deal with all the problems in a single appointment if there is a time. There may not be enough appointments on the day to book double appointments therefore it is better to let the doctor decide if it can all be spoken about, or a follow up appointment will be needed.