

Waterfront Patients Participation Group Meeting

Thursday 4th April, 2024: 11.00 a.m. – 11.50 pm

Attendees:

- Louise Bunce, Practice Manager
- Clive Spicer
- Jane Spicer
- Joan Allen, Treasurer
- Chris Swaithes
- Sylvia Swaithes

Apologies

- Chris Beddall
- Dawn Fellows

Matters Arising

Brierley Hill and Amblecote Primary Care Network (PCN) PPG Meeting

Louise and Chris S. had both attended the PCN PPG meeting that took place at the Copthorne Hotel on 5th March, 2024. 10 patients representing 6 out of 7 practices were delegates. All the Additional Roles Reimbursement Scheme (ARRS) attendees gave presentations about their responsibilities and discussions took place about the services available and how they were promoted. One representative raised issues about prostate cancer awareness which has now resulted in the Cancer specialist sending packs out to GP practices.

Louise distributed the notes from the meeting and she and Chris discussed their perceptions of the meeting. Several points were then raised by PPG members and answered by Louise and Chris. The next PCN Meeting will take place in October 2024 and will focus on access to care.

Did Not Attend (DNA) Review

Louise was pleased to report that the DNA figures for March 2024 had dropped to 171 which was welcomed by the PPG. To achieve this reduction the practice had tried a different approach, which may not be sustainable since it is very time intensive - staff are phoning clinicians' patients on the day or the day before an appointment to ask if they are still attending. In addition, there are also laminate signs in the waiting area detailing the number of DNAs and their cost to the NHS.

Waterfront Website

There has been no change since the last meeting. The updated Website is now live but given it has only been operational for a short time the user survey has not yet been distributed so there has been limited feedback.

NHS Patient Survey and PPG Patient Survey 2024

The National NHS Patient Survey 2024 closed at the end of March and results are due to be published by the end of July. Clive and Jane will review the PPG Patient Survey with the aim of producing a revised questionnaire which will be run online following a similar schedule to last year's project.

Treasurer's Report

Joan (Treasurer) confirmed that the PPG remains in funds.

Waterfront Surgery Staffing Updates

Louise informed the meeting of the following surgery staff updates:

- Sharifa (Physician Associate) who has been with the practice for twelve months, has handed her notice in to take effect from the middle of April.
- Leah, who completed her Physician Associate training in December 2023 at the Waterfront will be starting in post in a couple of weeks.
- The Waterfront Practice has been interviewing for a salaried GP post and several applicants have been interviewed. Louise hopes to report that an appointment has been made at the next PPG meeting in May.

Any Other Business

NHS England Improvement of Online Communications for Patients.

Louise updated the PPG on the continuing progress of the new digital telephone system implementation: there had been a few problems with the call back system not working. Generally, the telephones are now working well, with things back on track in respect of call recording.

Inspection Visits

Louise had sent a response to the actions arising from the Integrated Care Board (ICB) Inspection that took place on 2nd February, 2024 and had received some useful feedback. The practice continues to wait for notification of a date for the Care Quality Commission (CQC) inspection.

Diabetic Eye Screening

Louise reported that she had been contacted by a representative from Diabetic Screening who was unaware that the call back system had changed and is waiting for clarification of how patients are contacted.

Staffing Issues

Chris S. noted the positive experience he had in an appointment with Anne Manange (PCN Physician Associate).

Next Meeting

The next meeting is scheduled for 11 a.m. on Thursday 16th May, 2024 at the Waterfront.