

PPG Meeting Tuesday 10th January 2023 7.00pm held at Woodley Surgery

Attendance

Steve, Chris, Kate, Sheena, John, Leaza, Dr Suzana Louth
We all welcomed Dr Louth to the meeting.

Apologies for Absence

David, Yasmena, Bill, Judy.

Notes of Meeting 01.11.2022

Notes of the meeting were agreed

Matters Arising

There were no matters arising

Report from Parkside Practice

The surgeries and phones have been very busy during December. Parents have been very worried about the numbers of Strep A infections in children reported in the media. 1,633 calls to the surgery were recorded in the week to the 4th December. The next week 5th - 11th December 5,029 calls were recorded. The month 28/11/2022 - 25/12 /2022 15,481 calls were recorded. Children were being seen to make sure that antibiotics were needed. The waiting rooms were very busy and Doctors were seeing as many patients as was safely possible. The surgery was phoning pharmacies to see if they had antibiotics in stock as parents were also worried about the availability of antibiotics - also a result of the media. Quite often there were 30 people in the telephone queue. The system couldn't cope with more than 30 people waiting after that an engaged tone would be heard. Patients were having to wait on the phone for 30 minutes or more during the busy times.

111 was inundated with calls and stopped screening people. They just told people to see their GP. Unfortunately patients were then phoning saying, "111 has said I must see a GP". This was not always necessary as other clinicians could have dealt with the patient. This put more strain on the system.

The surgery still has flu vaccinations available and will be putting on more flu clinics in 2023. The dates will be put on the website. Hopefully this will help to encourage people who have not yet taken up the offer of a vaccine.

The surgery has been putting on more face to face appointments. It is now about half and half face to face and telephone appointments. Some people prefer telephone consultations as they do not have to wait around to be seen in the surgery but can continue working until phoned. Parkside has about 17,000 patients at present. 5 years ago it was 14,000.

Questionnaire Results

Only 20 replies were received from the sample handed out at the covid/flu clinics.

75% of the people who responded had not heard of the PPG.

Most of the patients were happy with the surgery. 100% of the replies were from patients that had been with the practice for over 5 years. 65% of the people were in the 55 - 64 age group.

As the questionnaire was handed out at the flu/covid clinics this age group was not surprising.

When asked how the system could be improved the responses were as predicted - more telephone lines more people on reception. The ability to book appointments on line was another suggestion. This is being explored but it is not straightforward as each clinician has to

be set up with bookable appointment slots. Another suggestion was that the Doctors photos should be on display in reception.

It was decided to tweak the questionnaire and send it out to about 60 - 100 people on the Patient Reference Group. It was thought that 60 would give a reasonable sample. The questionnaire would be completed on line using a QR code. The QR code had worked well with the sample already received.

Expanding the membership of the PPG

One of the questions asked on the survey was what sort of talks would be of interest. It was thought that a talk on a subject of interest to patients put on by the PPG and surgery could raise the profile of the group. People would attend and we would be able to canvas for members.

Talks of interest in the sample questionnaire were men's/women's health, social prescribing, diabetes management and encouraging patients to take their own blood pressure and how to do this properly.

A.O.B.

Steve asked how easy was it to change your dedicated pharmacy. Leaza explained that it was easy, you just have to request it either on line or phone or in person at the surgery and it will be changed.

Date of next meeting

7th March 2023 to be held at Woodley Surgery at 7.00pm

The date of the AGM followed by the ordinary meeting will be 2nd May 2023 to be held at Woodley Surgery at 7.00pm.

The meeting closed at 8.17pm.