

## Coseley Medical Centre Patient Participation Group (PPG)

11.5.24 @1pm  
Coseley medical Centre

### Notes of Meeting

		Action
1	<p><b>Welcome and apologies</b> Present: Ally Turner : peter Norton; kath Mason; Baljit lidhar, Apologies: Daryl Jevons, Christina Jenkins , Nichols Jenkins</p>	
2	<p><b>Explain Patient group</b> <b>To discuss areas for improvement highlighted by the patients</b> <b>For the practice to raise awareness of new services</b> <b>To work together for the benefit of all patients</b></p>	
3	<p><b>Practice Update of new clinical staff</b> <span style="float: right;"><b>ARRS</b></span> Dr Angeli Tank (female) GP <span style="float: right;">Anna Liswoska _ paramedic</span> Dr Abu-Amarra ( Male) Gp Dr Ajeev Paramanathan GP Dr S Paramanathan Adam Naylor – ( male)paramedic Ayesha Begun – (female) physician associate Angela Goodwin _ Practice Nurse Gaynor Jennings – HCA Terry Williams ANP Bonita murphy Terry Williams –ANP</p> <p>The New ARRS roles all work under the GP, all medication will be approved by A Doctor so you may get your medication at the end of the day rather than straight after your consultation.</p>	
4	<p><b>Introduction of New Practice manager –Jodie Jones is the new clinical Practice manager responsible for the clinical team at coseley.</b></p>	
5	<p><b>Weekly Appointments offered</b> On average we offer 650 appointments – this is only our employed staff. Not include ARRS and midwife. <b>The GP contract has now changed from offering 75 per 1,000 patients to 90 per 1,000 registered patients.</b> This is 630 appointments a week for patient contacts. This has been increased as it was felt that all Dudley practices were offering more than this on average.</p>	
6	<p><b>NHS want practices to have on line presence.</b> We will be looking at ACRX triage, which would mean that all patients would send their e=requests for appointments on line. This would be triaged and allocated appointments or advice as needed. The questionnaire would be completed by the patient. The reception team would use health care navigation to forward the request as they do now.</p>	

	<p>What about patients that do not have on line access- the reception team would complete the form on their behalf and call the patient to let them know of the outcome or the patient can complete the form.</p> <p>Must consider that we have the correct number for all of our patients.</p> <p>Also must be mindful of vulnerable patients, would have to review</p>							
7	<p><b>Explain telephone system</b></p> <p>Red robin- the calls go from one telephone to another but does not mean that the longest one will be answered first.</p> <p>Plan is to give each receptionist their own log in for the system, then they can pick up the longest waiting call.</p> <p>Noticed that the receptionist on the front desk is answering calls. We do not encourage this but if it is quite in reception then they will help with the calls.</p> <p>Comment that when the receptionist answers the call there may be no one at the desk but can very quickly have a que.</p> <p>How many staff answer calls in the morning – 4 staff as I can pick up from my room.</p> <p>Also a new function to be available soon, that you can press number and you will be able to keep your space in the que.</p>							
8	<p><b>NHS app – patient access</b></p> <p>To encourage all patients to apply for this access, patients can order their medication and check their consultation.</p>							
9	<p>Healthcare navigation – the reception staff are fully trained in navigation. To direct patients to best service for your symptoms and they with book you with the most appropriate health care professional, which may or may not be a Doctor.</p>							
10	<p>Appointment status for April 2024</p> <p>Offered</p> <table> <tr> <td>Appointments offered</td> <td>2,893</td> </tr> <tr> <td>Patients who DNA</td> <td>121</td> </tr> <tr> <td>Telephone calls received</td> <td>3,592</td> </tr> </table>	Appointments offered	2,893	Patients who DNA	121	Telephone calls received	3,592	
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11	<p>Babble voice feedback – audit</p> <p>PM audit all the feedback – if any negative I call the patient and resolve on the day.</p>							
12	<p>DNA – Coseley medical practice Did not attend appointments has increased.</p>							
13	<p>Ordering prescriptions or requests for MED 3 or medical requests.</p> <p>Coseley medical centre website – <a href="http://www.coseleymedicalcentre.nhs.uk">www.coseleymedicalcentre.nhs.uk</a></p>	<p>Bina to send link to all PPG group</p>						
14	<p>Extended service on Saturday to help with patients who work. 9am -1pm</p>							
15	<p>Service for older adults, to support with lineless.</p> <p><a href="https://www.reengage.org.uk/join-a-group/get-a-call-companion/">https://www.reengage.org.uk/join-a-group/get-a-call-companion/</a></p>							

<b>16</b>	Pharmacy service – minor illness –expansion of availability of acute medication.	
<b>17</b>	NHS choices – a lot of patients will add negative reviews but very reluctant to join PPG.	
<b>18</b>	PPG would like to have clinical representation – to ask if Dr ajeev could attend one of the PPG	
<b>19</b>	Face book for PPG and coseley medical practice	Aly Turner
<b>20</b>	Interview all healthcare professional, to make patients aware of their role. To add onto Coseley website and face book	Baljit lidhar
	<b>Close</b>	

Next meeting – Friday 21<sup>st</sup> June 2024.