

St Elizabeth Medical Centre - Patient Participation Group

Meeting Minutes

Date and time:	9 th January 2024, 18:30
Place:	St Elizabeth Medical Centre (SEMC)
Attendees:	
SEMC	Mrs Elizabeth Morton (EM) — <i>Practice Manager & Facilitator</i>
Patients	Mrs Angela Bowness (AB)
	Mr Ian Walker (IW)
	Mr Jamie Lake (JL) — <i>Secretary</i>
	Mr John Bowness (JB) — <i>Vice-Chair</i>
	Mr John Shroff (JS) — <i>Chair</i>
	Ms Julie Paynter (JP)
	Mrs Rehana Begg (RB)
	Mrs Vanessa Walker (VW)
Apologies:	
	Mr Ahmad Khwaja (AK)
Absent:	
	Peter O'Hagan (PH)
	Mr Mohammed Shiek (MS)

— A Quorum of 7 was present for voting —

Agenda & Minutes

1. Attendance.

- 1.1. Joy has been in touch. Her real name is different which made tracking her down on email difficult. She has decided to pursue other interests. We wish her well.
- 1.2. PH did not attend this third meeting and hasn't been in contact with EM. One final try of contact by EM before removing from the circulation and group.
- 1.3. MS has left the WhatsApp group and not been in contact. EM to find out if he is still interested in being part of the group.

2. WhatsApp group.

- 2.1. This has been set up by EM. Thank you.
- 2.2. RB to be added to the group by EM.

3. Microsoft Teams site for documentation.

- 3.1. EM has found some resistance from the IT department and is pursuing this.

4. Phone scripts.

- 4.1. The phone scripts were handed out to the group.
- 4.2. The consensus was of approval with no immediate, actionable changes being suggested.
- 4.3. EM explained how the system is configurable, so can be optimised for efficiency.

5. Update from the GP practice.

- 5.1. There has been no further information on the status of the housing development.
- 5.2. The friends and family monthly test results were handed out to the group. SEMC tops the leader board with 92% of respondents indicating that they were likely to recommend the service to family and friends.
- 5.3. JB mentioned another survey that he had received. EM explained that this is more of a national survey and the results go back to the Care Quality Commission (CQC).
- 5.4. The patient feedback suggestions were handed out to the group. These are to be reviewed, by the group, to see if any of the feedback presents improvement opportunities.
- 5.5. There is a nationwide scheme coming into force on the 1st of April 2024 for a web-based device called 'Engage Consult'. It is intended to offer an online triage for patients to fill in. Health Care Professionals (HCPs) will review these and follow up with the patient. The initial starting point for this, at SEMC, will be switching it on from 8 till 11 am. This is intended to ease the spike in demand on the phone lines at 8am.
- 5.6. EM reported that there are patients moving from other surgeries to SEMC. The current patient take-on is high.
- 5.7. There is no cap on the number of patients that the surgery will accommodate yet.
- 5.8. There is no cap on how many patients are allocated to a Doctor.
- 5.9. The surgery can lose money if the patient book is closed.
- 5.10. The number of GPs available is limited by the number of rooms available at the surgery. SEMC has 5 rooms, Evington has 1.
- 5.11. EM mentioned that every surgery can set its own catchment area. SEMC are looking to reduce theirs to maintain the quality of service.
- 5.12. The consultation time is still 10 minutes. Doctors do not like abruptly ending the consultation. The digital prescription system has removed the natural closer of handing patients their prescription.

6. AOB.

- 6.1. EM suggested that the group now needs to start thinking about suggestions for practice improvements.
- 6.2. Having the winter weather with us for the next couple of meetings, EM highlighted that a Zoom meeting might be more appropriate. JL will watch the weather reports leading up to the next meeting and highlight this need in the WhatsApp group. EM will facilitate the Zoom meeting if it is required.

7. Action List.

From	Action	Who	When
1.2 & 1.3	Contact PH and MS to see if they wish to continue participating.	EM	Before 13 th Feb '24
3.1	Set up a MS TEAMS site.	EM	Ongoing
2.2	RB to be added to the WhatsApp group.	EM	By the 6 th of Feb '24 in case a comms about zoom needs to go out.
5.4	Group to review patient feedback suggestions for improvement opportunities.	All	13 th Feb '24
6.1	Start thinking about improvement suggestions and opportunities that can be brought to the next meeting.	All	13 th Feb '24
6.2	Watch the weather and suggest a Zoom meeting if appropriate.	JL	11 th Feb '24
6.2	Zoom mtg set up if required.	EM	12 th Feb '24

8. Agenda for next meeting.

- 8.1. Review progress on actions.
- 8.2. Review group suggestions.
- 8.3. Update from the practice.
- 8.4. AOB.

9. Next meeting: 18:30 to 19:30 on the 13th of February 2024

Minutes submitted by: Jamie Lake
Submission date: 11th January 2024