

Woodstock Medical Practice
Patient Participation Group Meeting
Wednesday 26 October 2022
In Person Greyfriars Parish Church Hall

PPG Members Present:

[REDACTED]

[REDACTED]

Apologies:

[REDACTED]

Actions List

What	By When	Who
Update PPG leaflet to advise suggestion box available for feedback	By next meeting	[REDACTED]
Review the PPG terms of reference	By next meeting	All
Re-Invite [REDACTED] to the next meeting (F2F)	ASAP	[REDACTED]

1. Apologies

- Noted as above

2. Notes from the last meeting

- [REDACTED] asked that the minutes from the last meeting are amended to small change regards Care Opinion
- Minutes approved

3. Approval of agenda items and matters arising not on the agenda:

- PPG mailbox: email has now been set up – woodstockppg@gmail.com
 - i. This will be publicised
 - ii. Patients will continue to be advised to direct complaints to the practice for management through the usual process
 - iii. Suggested that the practice should establish a feedback system

4. Practice updates & discussion points:

- i. **Update from DPM [REDACTED]**: discussed positive impact of the front doors opening on the 5th September and it was good to welcome patient's back into the building. Also noted regarding zero tolerance and the small minority of people who had been rude towards practice staff. PPG were in agreement that everyone should be courteous and this would be fed back though respected groups. [REDACTED] kindly acknowledged the hard work of the administration team and [REDACTED] noted the hard work of our practice nursing team [REDACTED] thanked them and would pass this on to the wider team.
- ii. **Staffing**: Details provided about recent recruitment which had been undertaken, and which remained active. Advised ANP starting in Feb 2023, and a MH nurse in November, which will provide additional skill mix to enhance the MDT. PPG also advised that discussion was being undertaken with the clinical team in East Kilbride to consider possibility of reallocation to Lanark.
- iii. **Appointment system and phones**: Discussion around the phone system and there was a more positive response from patient's surrounding reducing the phone lines from 50 to 25 (average waiting time less which was reduced from 1hr+ previously). Also noted about different ways of accessing appointments i.e. online and this is something that would be reviewed though the DACS synchronisation. Discussion about patient access was undertaken, and PPG advised that practice is working towards offering more pre-bookable appointments, as well as provision of more face to face availability. A review of the clinical template was underway and it was noted the benefits this would bring to both the clinical staff and patients alike.
- iv. **Survey results and practice response**: Discussion was had regards the responses and the number of responses was highlighted in proportion to the number of patients registered with the practice.
- v. **Test results**: The subject was discussed and PPG advised that a GP should call between 10am -5pm to discuss results

5. Complaints:

- [REDACTED] highlighted [REDACTED] point from the previous meeting that the majority of complaints were pertaining to access which seems to be the case throughout Lanarkshire.
 - i. **Summary of themes:** [REDACTED] pulled data from our complaints quarterly monitoring which is sent to NHS Lanarkshire and discussed the following:

Q1 (April-June 2022) 26 complaints received: 2 quality of advice (8%), 2 clinical (8%) and 22 regarding access (84%)

Q2 (July-September 2022) 19 complaints received: 2 staff comments/attitude (11%), 1 quality of advice (4%), 2 patient confidentiality (11%), 14 regarding access (74%)

Comparison with: Q2 2021/22, 51 complaints received: 1 staff comments/attitude (2%), 1 communication (2%), 6 clinical (12%), 43 regarding access (84%).

[REDACTED] then discussed the comparison of overall, there is a 62% decrease in complaints versus this time last year and a 67% decrease regarding complaints pertaining access to services versus the same period last year therefore this demonstrated a significant difference which was positive to see. Everyone was in agreement with this.

- i. **Suggestion box:** CB noted that the practice was in the process of getting a suggestion box to put at the reception and would welcome feedback and suggestions from patients. CB stressed this was not a complaints box and any complaints must go through the correct procedure which is displayed on our website. Everyone in agreement with this.

6. Review of Terms of Reference including membership of PPG:

- It was agreed this matter would be deferred to the next meeting with [REDACTED] [REDACTED] present from HIS.
- Membership of the PPG was discussed about how best to engage with younger population to ensure their views were heard. Various suggestions were voiced regards Pupil Voice; Street level

7. Communications:

- **Up to date contact details:** [REDACTED] advised the importance of patient's updating the practice with their correct and updated contact information which could have an impact on practice correspondence with patients.
- TV in waiting room: suggestion made regarding what communication could be shared via this media – zero tolerance/NHS 24/practice services

8. AOCB:

- Timeline for prescriptions – delays in receiving prescriptions was discussed, PPG advised that practice can track where prescriptions are and when presented to the pharmacy.

9. Date of next meetings – 7th December 2022, Greyfriars Parish Church Hall

Close