

## Update from Woodstock PPG – Jan 2024

Below are the main discussion points from our recent meeting held Wed 17 Jan 2024, as agreed by the PPG members. Copies of this note will be circulated in the normal fashion and will be available on the practice website alongside the full minutes.

- **Staffing:** The practice has recently recruited, including a new Site Manager who started at the beginning of December, recruitment is underway for 3 administrative posts with start dates from end of January to end of February scheduled.
- **Chronic Disease Monitoring (CDM):** Positive progress has been made in and patients are being recalled by month of birth via letter and cover a variety of disease areas including Asthma, COPD, Diabetes, Coronary Heart Disease, Hypertension to list a few. 304 letters have been sent out in January, and it is expected that over 3500 patients in total will be called to attend for monitoring during the course of a calendar year.
- **Access:** The practice is looking to introduce a new electronic access platform which will provide an additional way to access care, reducing the need to contact the practice by telephone. This will help reduce demand on the telephone system. There is plans to review the messaging on the telephone system as feedback indicates that messages are quite lengthy and may still offer historical information regarding call times.
- **Patient Experience:** The practice team moves into a new 4-week cycle of the patient satisfaction survey and will share feedback once reviewed and reported. First week highlights show positive patient experience in and includes an additional survey question about accessing care differently. As part of improving the patient environment within the practice, plans are underway to review the internal layout and use of waiting room space, including effective use of the televisions for sharing information.
- **Performance:** The Practice Performance Figures are now being provided on a monthly basis; shared on Facebook, in practice newsletter and practice website. Improvements to the format are also under consideration. Appointment capacity reflects that the practice is providing more than 5 appointments/per patient/per year, this is the recognised gold standard set in NHS Lanarkshire.
- **Health Improvement:** There are plans for a future Menopause Group event to be co-ordinated by the practice's Mental Health Practitioner. A Health Fayre was proposed to take place towards the end of the year. The event is still in the early planning stage and suitable venues and attendees are being investigated.