

Minutes of the PPG Meeting held on 31st January 2024

Present: Alan, Annette, Corinne, Jane, Kevin, Layla, Paul, and Shirley

Apologies: Peter

In attendance: Janine, Sharon, Vicky, AJ, and Dr Creed

Surgery Update

No new starters since the last meeting.

The next Cancer and Beyond meeting will be on 14th March at St Frideswide, Water Eaton.

We then discussed the new system for communication with the surgery called ACCUR8. AJ explained that patients will fill in an online form with their request or the Reception Patient Advisor will do it either at the desk or by telephone. The duty doctor will triage and make an opinion as to whether an appointment is needed either by the GP or by other practice clinician, or whether a telephone call can be made; if during the call it becomes obvious that a face-to-face consultation is needed, the patient will be called into the surgery. This has been trialled at a couple of other surgeries in Milton Keynes and will be a gradual roll out across the whole of the country. The group asked what help was there for people who cannot read or have English as a second language and were told there will be receptionists to assist those patients to fill the forms in a separate, confidential area. The first stage will be the admin side which will be for sick notes and repeat prescriptions. The PPG will be asked to review the letters which are sent out and will also be asked to trial the system when it goes live. The aim is to be triaged within 4 hours. One of the benefits will be that a doctor can better ensure that you get a future appointment if they wish to see you again. Although this is a big change the surgery feels it will improve access and will enable follow up better. An example given, was that a doctor could pre-order a blood test and an ECG before an appointment. It also will enable the appointment to be adjusted to fit the need. The group were asked if they had any queries then to email them to Janine. It was suggested that AJ or other staff visit community groups and explain it face-to-face.

Telephone Calls

AJ reported that on average the surgery received 1,500 calls per day. They have a tracking system to track the busiest time and the time the caller holds on for. He also reported over the past nine months they had 4,500 missed appointments. Patients are offered appointments at Water Eaton, Tweed Drive and at the Urgent Care Centre. A couple of members of the group commented how good the receptionists had been over the last few weeks.

Election of Chair

Paul stated that due to personal and voluntary work he would like to step down as chair of the PPG. Shirley suggested that anyone interested should email her and she will organise an election at the next meeting.

Reports

Paul read out Whaddon Walkers Report. The rest were attached to the agenda.

Whaddon Walkers – Corinne and Shirley spoke about the positive effect walking has had on some of the more restricted members.

Any Other Business

Shirley asked if the May meeting could be changed to May 22nd.

Kevin informed us that Shenley Brook End and Tattenhoe Parish Council are going to restart their walking group once the leaders have been trained. He talked about the developments for Neighbourhood Watch and the need to encourage more people to join the scheme.

Jane raised the issue of non-smokers keep getting information about smoking cessation. Sharon assured her that the blip had been sorted out.

Alan asked if the surgery was involved the Fuller Neighbourhood Scheme and was advised they are.

The next meeting is to be on 20th March at Water Eaton.