

**PPG Meeting**

**23/10/2024 – Start Time 13:30**

**Attendees:**

MN – Deputy Manager

SA – Practice Manager

MC, GM,

JB, BB, GS, JD, ZF, LW, AC, SA, JS, SN, LU, MAS

**Apologies:**

* Review of last minutes of meeting – everyone agreed no changes were needed.
* First item of agenda was to discuss and review the new phone system. Members were asked to provide honest feedback
* All members were impressed with the new phone system – they felt it was a lot easier to get through to the practice and they didn’t have to keep redialling the phone. The queue system seems to be working
* LW shared that the call back feature was particularly interesting and works best. This allows patients to not just be waiting on the phone the practice will keep the patient in the queue and call the patient back when its their turn.
* Many members of the ppg had not used this feature but were asked to give it a try and see if they found any benefit
* JD noticed the calls were being answered a lot quicker in the morning and the wait to get through to someone has come down significantly over the last few years.
* SN shared that many years ago it would sometimes take up to 1 hour to get someone to answer the phone even if it was just to order a prescription.
* SA apologised as patient should not have to wait long periods of time to get through to a member of staff. SA confirmed that for last 3 years there is new management team and all new staff members who are trained in certain areas and are placed where management team feel most appropriate/
* SN confirmed that they had noticed a huge change in the last year with staff and the way the practice is now running which is a positive sign.
* MN shared that now we have options on the phone system which allows patients so listen and be directed to the correct member of staff such as prescriptions/referrals appointments. This will also reduce the wait time as patients calls will be directed to those members without having to speak with multiple staff members.
* Sa also showed members the monthly report which is provided by X-ON which shows the phone activity of each staff member and even shows If a staff member doesn’t answer a call and the call is terminated which can be reviewed and questioned by management team.
* It also shows which staff member answered the most calls and which staff member made the most outgoing calls.
* The staff can also place their phones on direct calls only if they are busy with someone on the front desk this will mean that the patient in the queue will not be stuck waiting for that individual staff member to become free the call will automatically go to the next available staff member.
* SA confirmed that we have spoken to a new GP who will be starting in a few weeks. The NHS has provided some funding to allow practices to have more appointments but the GP must meet a certain criteria and out of 5 practices in the PCN we are the ones who have managed to secure this funding.
* One member asked why her child was advised to attend for a GP appointment at another Practice.
* MN explained what the PCN is/ what the aim of the PCN is and how 5 Practices work together. MN also explained about EA and how and when appointments are available. This allows more patients to be seen and patients can bee booked in on a Saturday or during the week early morning starting from 7 and even late in the evening up until 8pm.
* This allows the Practices to be more time flexible and offer more services with different qualified Clinicians such as MSK, Mental Health practitioner, Paediatric Nurse, HCA, Practice Nurse, GP.

**Meeting adjourned 14:24**

**Next meeting: January 2025**