



Minutes for the meeting Tuesday 23rd April 24

Kinson Road Medical Centre Patient Participation Group (PPG)

Firstly, a big thank you to both the new and returning PPG members attending last weeks meeting Tuesday 23rd April 24. It was great to have seen the numbers grow since the 1st meeting back at the beginning of the year.

Apologies from Heidi – Patient Services Lead. Thank you for Jim who came along to support the group and its growth.

There were various updates given. Alastair our new Mental Health Practitioner is making a big difference to patients and doctor's appointments. Patients feel able to discuss their difficulties to Alastair and have a 'point of support'. With very few mental health appointments being booked into the GP clinics, there is now a little more availability for other more complex health matters that only a GP can resolve. Where possible, front of house staff will signpost outside of the surgery such as a consultation with a Pharm Refer registered pharmacist or to other services. GP is not always the answer and other qualified individuals may be more beneficial for patient and surgery.

We also find that having a 2nd ANP (Advanced Nurse Practitioner) for general health matters is also beginning to have a positive impact.

A new job role title was given for those greeting you in reception. We are now called Patient Services Coordinators due to our varying roles including but not exhaustive to the following: Welcome, phone calls in-bound and out-bound, informing of test results, managing Clinician waiting lists, communicating between patient, clinician, and other services, scanning and processing post from Royal Mail and the hospital. We also, manage a variety of challenges as they arise (clinicians calling in unwell, behavioural challenges, urgent visits, deaths, 111 calls and 111 booked appointments etc). Training will be continuous for all members of staff at the Surgery, and we are constantly reviewing 'the ways that we do things'.

The new phone system has been met with mostly positive feedback. Group members and patients in general are particularly appreciative of the callback system as it allows them to get on with their day without being stuck 'hanging' on the phone for an appointment.

There was a matter raised with regards to highlighting those who have little to no access to a computer. Upon reflection, I think that in general terms most individuals should be able to access a computer and support at any Library. Kelly Whitlock runs an IT Support group at two locations. One is at the Henry Brown Centre on a Monday 12pm - 1pm and the second

being at Kinson Library on a Tuesday 2pm - 3pm. Kelly covers help with General IT queries, keyboard/mouse skills, sending emails, prescription requests online or via NHS App, online appointment booking, completing online forms, internet safety, signposting to health apps and a lot more.

Any Other Business

Carers Group – I will be arranging a meeting place for this group in the very near future. I am thinking a Tuesday or Thursday morning should work best for this. I will put out a text to see where the preference lies and take it from there.

Refreshments – I will ensure that Tea and Coffee will be around for the meeting. This is an extra cost for the practice along with the hire of the room, so I wanted to see if there was a preferred need for refreshments. The last meeting confirmed this!

Just a gentle reminder that we only have an hour to cover the agenda and any topics raised so please can we all be mindful of this. I also want to ensure that all voices are heard where possible.

Role – Minute taker would be great as it would assist my efficiency in getting the minutes out to you all and give me that little bit more time to focus on other pressing matters. If you are interested, then please pop by the surgery, and put your name forward.

Our next meeting will be on **Tuesday 23rd July 2024 6.30pm – 7.30pm** at a location yet to be confirmed.