

THE JUNCTION SURGERY ACTIVE PATIENT GROUP MEETING

DATE: 17th August 2021

TIME: 5.30PM – 6.00PM

ATTENDEES:

Dr R Ali
Julie Sunderland (Practice manager)
Pamela Briggs (Patient)
Zahid Iqbal (Patient)
Nasra Hussain (Patient)

Apologies:

Tabled:

G P Survey results for 2021

1. Apologies and Introductions

Julie thanked attendees for coming.

Aims and objectives

The role of the Group is to work closely with the practice to discuss services being delivered, the patient experience and to consider improvements that could reasonably be made and to act as a 'critical friend'. No personal grievances or medical issues are to be discussed at any time.

2. Matters arising from the last meeting

None

3. Patient survey

Dr Ali reviewed the results of the patient survey using comparison to both local and national averages. He was very pleased with the results and reflected that the previous measures put in place to alleviate the pressures on the telephones, first thing in the morning, had appeared to have a significant impact. He confirmed these measures will remain in place. He advised that despite two long-standing members of staff had either retired or left, we had

successfully recruited some young and enthusiastic replacements and hoped these would build on the success of the practice.

4. New Services

New services and resources available to the practice and patients of Junction Surgery, were outlined for the attendees. These included: Community Pharmacy Consultation Scheme (CPCS), Social Prescribing Link Workers (SPLW) Health & Well-being Coaches (HWBC), First Contact Practitioners (FCP) and IAPT Psychological therapies. Julie reassured attendees that these new services were available to compliment the practice and to ensure that patients were seen by the experts in their field, the right professional at the right time.

5. Staff leavers

Dr Ali explained that although some staff had left as they had retired, at least 2 staff had left due to the stress and pressures of the role. He advised staff were constantly subjected to patients shouting and verbal abuse and that it had in fact gotten worse over the last 12 months. He acknowledged patients were anxious and frustrated by service delays and that some had developed symptoms of anxiety during the pandemic but it did not excuse patients intolerable behaviour. He advised at no time had our practice closed its doors to patients and had remained 'open for business' throughout the pandemic. He hoped patients began to appreciate the hard work and commitment staff had shown. The practice has a zero tolerance towards abusive patients and will not hesitate to remove any that cause distress and upset to its staff.

6. Bereavement Cards

Dr Ali advised he had received feedback from a grieving patient, who had been upset that she had not automatically received a bereavement card from the practice. A discussion was had and it was agreed that these should not be sent automatically as this can be seen as impersonal and that clinicians should use their discretion

7. IT

Pam Briggs advised she had significant problems regarding use of the online access in the past. This was discussed and Julie advised that the new NHS App, which can be downloaded on to any smart-phone' was far superior in its functionality and a lot easier to use. It provided access to medical records,

allergies, medication and the all important covid vaccine status. Julie advised that one of the staff was very competent at resolving IT issues and that previously she had made herself available for patients to contact to resolve any issues. Primarily this had been suggested for a Friday Moring but she was happy to assist anytime in reality.

8. Carers Champion

Dr Ali advised that since Elaine had left the practice there was no longer a 'carers champion'. It was agreed a new member of staff should be approached to be asked to consider this role.

9. The PPG group going forward.

Dr Ali advised the group should aim to meet at least 2-3 times a year and that it should be representative of the community. He asked for any suggestions / comments to be sent to Julie.

The meeting was drawn to a close at 6.00pm. members were thanked for their contribution and were advised the minutes would be sent in due course. Dr Ali suggested the next meeting be in 6 months time.