**Minutes PPG Meeting 12th November 2019**

**Attendees** CH,PG,JH,JH,AH,PD,ID,JB,PC,JP,JW

**Guest Speaker** None this meeting

**Apologies**- DB, BW, HG,

JP welcomed everyone to the meeting and advised of the apologies.

**Practice Update**

* **Citizens Advice Project** Nothing to report. The Project to continue as it is for the moment.
* **Family and Friends.** JW shared with the group the comments made on the completed family and friends surveys in September and October that patients had consented to being shared. All agreed it was very encouraging to see the positive comments on various subjects. A member asked what we do to manage negative feedback. The group were advised this would be discussed within the practice and improvement suggestions considered if appropriate. However negative F&F feedback is difficult to manage as if a patient has concerns the practice much prefers to discuss and hopefully resolve this with the patient but this cannot be done from anonymous comments.
* **Flu updates.** JW updated the group on the progress of the flu vaccination programmes and the next phase which is the Fluenz programme for children. This year the practice is participating in a Wigan Borough initiative to visit nurseries and vaccinate children who have had parental consent provided, to try and increase the uptake of this vaccine. This again has been difficult to manage due to limited numbers of orders than can be placed and delays with deliveries. The practice is operating a system based on the resources we have available.
* **Winter pressure appointments.** JW updated the group of the winter pressure scheme which the practice is delivering this year. This allows the practice to provide a further 633 appointments during the period of 4th November – 31st March. The practice has always participated in the scheme as it allows the practice to provide greater availability during the key winter period. The purpose of the scheme is mainly to reduce the number of A&E attendances of patients who can seek an appointment with their G.P practice due to greater availability of appointments. JW explained the majority of these appointments are delivered by regular locums used by the practice and at key days and times which are identified as being heavy in demand. The practice advertises to our patients that extra appointments are available at this time.

**Review of patient surveys.** The group reviewed the result summary from the patient survey undertaken in November 2018. We also reviewed the G.P survey results from 2019. The group discussed the feedback and felt from the 2018 survey no actions are needed. It was suggested that the practice continue with our existing process of informing patients of the options of booking appointment online if registered as we currently do.

On reviewing the G.P 2019 survey the group are very concerned about the telephones. The group are aware the practice has been awaiting a new telephone system for a number of years. We are currently awaiting this to be progressed by Wigan Borough CCG and Bridgewater. We have encountered a number of hurdles in trying to progress this over time. The practice has highlighted our concerns that the current system is antiquated and feel this leaves the practice at risk. We have been told by our current telephone provider that the parts for our current equipment are no longer available and therefore no repairs can be made to the system if needed. The group are unhappy with the length of time we have been left waiting for an upgraded system. The survey highlights the phone as being an area for improvement from the patient’s perspective. The group discussed this and concluded that they wish to write to the relevant parties at the CCG and Bridgewater to highlight their concerns. The group are arranging to meet following the meeting to create the letter. This will be added to a practice action plan.

The group also discussed the appointment system as a number of the survey questions relate to appointments. The group suggested the practice consider a mechanism for permitting patients whom the G.P wants to review, to book these appointments at that time and not have to fall into the general appointments booking arrangements. JW advised she will take this back to the partners for discussion.

Whilst discussing the appointment system positive feedback was made regarding the clinical pharmacist. Those who have spoken with the pharmacist have found this a positive introduction

to the practice and have found no difficulties in securing an appointment with her.

**Update from Chair & Events attended by group members**

* WWL have introduced a new ward for the elderly
* Breast care may be moved to Bolton which is a major setback for the residents of Wigan.
* Cardiology and MSK Cats are both due a review.

**AOB**

n/a

All attendees were thanked for their time in attending the meeting and the updates they provided.

**Dates and times for future meetings**

Members prefer the meeting being held at the practice so we will continue with this.

* The January date will be confirmed as we are awaiting a date from the guest speaker who will be delivering a training session for the group on basic life support training.