

# HATTERSLEY PPG MARCH 2023 MEETING NOTES

2.00-3.30pm, 31<sup>st</sup> March 2023 at Hattersley Hub (IT Suite)

## MARCH AGENDA

1. Follow-up on February PPG
2. Practice Update,
3. Info on Extended Hours Appointments,
4. Staff role description on Practice Website,
5. Champs Update,
6. Any other business.

## PRESENT

Brenda (Chair), Pat, Gren, Zena, June, Karen, Albert, Ernestine, Amanda (HGP), Debbie (HGP), Cate (gtd).

## MEETING NOTES:

PPG agreed Cate's proposal to abbreviate our meeting notes to a list of "Action Points". An "Other Points" section is also provided to succinctly record other discussions that required no action.

### Action Points:

- Data for phone queues in Jan-Feb-Mar was provided to the meeting. An analysis is attached. Please can we have April figures when available with accurate column headers (see analysis).
- The practice will go ahead with implementing the AskMyGP online appointment request and triage system. Can Jayne please provide an update for the next meeting.
- A "prescription list" was created pre-lockdown that summarised the Health Champs activities. The idea was clinicians and reception staff could hand this to patients that might benefit from such support. Cate will find the list so Champs can update and revitalise.
- PPG asked what services does the practice offer? It should be on the website. Having checked, it's there, see [Our Services](#). Can PPG Members check this gives the required info.
- Jayne/Gren will enquire whether there is any plan to introduce a PPG body at Hyde PCN level.
- Gren to look into whether we can have an exercise group with Active Tameside or Healthy Hyde.

### Other Points:

- Gtd accepted the PPG recommendation that staff wear name badges. Costing and procurement are in progress.
- A call-back option has been added to the phone system. This kicks in when the queue length exceeds 10. The aim is to reduce phone queues, particularly at peak times.
- *New Patient Information Packs* are under review by gtd. Cate will bring to PPG when ready.
- Requested data for routine appointment waits in Jan-Feb-Mar was not provided. We were told the current wait for routine appointments was mid-May (i.e. 6 - 7 weeks). The Government's published recommendation (Autumn Statement 2022) is *all those who need an appointment can get one within 2 weeks, with urgent appointments on the same day!* Practically, that's not happening!
- Requested info on our PCN is attached herewith (not ready in time for the meeting).
- Staff update: Congratulations to Leanne, who is due to take on the role of Assistant Practice Manager. Receptionist posts have been filled. Naomi (ACP) has taken on extra hours. Recruitment is underway to fill GP, Advance Clinical Practitioner posts.
- Extended hrs appointment notes are added to your record just like any other appointment notes.
- PPG members were keen to praise the Boots Pharmacist, Tom, who is moving to a different job. Also for the Hyde paramedic team (reported to be relocating to the old B&M store site, Hyde).
- PPG proposed including description of Staff roles on the practice website. Cate thought this was a good idea. This should be passed on to the design team when appropriate.
- PPG meeting notes to be published online after approval by the following months meeting.
- PPG questioned whether it was a waste of staff time helping with Champs gardening activities given the acute crisis. Cate said it was what the practice wanted. Gren said it is the only way staff see what we're doing, and the gardening day is on a training day when the practice was closed.
- The next PPG Meeting will be 2.00pm on Friday 28<sup>th</sup> April at the Hub.