

Patient Participation Group meeting:- Tuesday 8th October 2019

Attendees: KW,DP,GP,KH,RS,AW

Apologies: K P, PL, BD

1. Welcome New Member

Sue Welcomed Annette to the Group and introduced her to the other members of the group.

2. Extended Access

Sue/ Dr Jaiveloo discussed the extended access that is now offered by the practice for Health Care Assistant appointments on an evening at Bransholme Centre currently on a Thursday evening.

3. Online Consultations

Sue/Dr Jaiveloo explained that we will soon be starting to do online consultations, which have been added to our contract by the Hull CCG. It was felt that the practice does not have the capacity to be able to do immediate and 2 hours replies as we and the CCG would like. We have said that we would do a 48 hours reply window, this has to be in service by April 2020.

4. Minor Surgery Contract Extension

The Minor surgery contract has been extended and the surgery will continue to provide this service until March 2020, when this will be offered to the Primary Care Network Group, this will be looked at being commissioned through the group and not a separate contract to the surgery.

5. MJOG – Family and Friends Results

This new system for sending text messages to patient's, sends out a family and friends questionnaire after every appointment. Results are available monthly as to how we are performing after patient's visits.

96% of patients said that they would recommend the surgery, 1 patient did not know, and 3 patients would not recommend the surgery. We received 192 responses from patients in the month of September. These reports will be monitored monthly by Sue, and discussed at the in-house admin and clinical meetings.

6. KP – Suggested increasing online reviews through NHS choice website

This was relayed to the Group in Ken's absence

7. KH – appointments times

A discussion took place around appointment waiting times, sessions held by the practice, sessions by 2 female GPs working at the surgery on a weekly basis, and Dr Jaiveloo also available through Access Plus in addition to the 8 session he does at the Surgery. Access Plus appointments are available on an evening between 6.30 – 8.00 pm at Bransholme, East Park or the Wilberforce Centre.

Matters Arising

Flu Vaccinations this year

Sue talked about the Flu Vaccination Uptake this year, which has been really good, The first 300 was given in the first week. Walk in patients will be given vaccinations first then we will contact patients that have not attended to offer vaccine.

Dp asked whether the practice was receiving any pressure still to move away from being a single handed practice.

Dr Jaiveloo discussed his plans for extending the surgery in the future.

DP asked whether we would be affected by Brexit.

Dr Jaiveloo explained that any issues will be dealt with if and when they arise.

Next Meeting Tuesday 14th January 2020 – 11.00 am