**Corbridge Medical Group**

**Patient Representation Group**

**Wednesday 28th September 2022, Corbridge Health Centre, 7pm**

**Minutes**

**In Attendance:**

DP, MD, AE, Dr RB (GP Partner), JJ (Practice Manager)

**Apologies for absence:**

MM, PO, BC, NL (Reception Manager),

**Welcome and Introductions**

We welcomed MD to the group and agreed that invitations to new members should continue. There had not been an opportunity to do a big campaign for new members over the Summer but JJ agreed to put something on the website in the coming weeks to encourage new members to join the group.

**Patient Leaflet**

Following the discussion at the last meeting about creating a new leaflet to explain the various appointment systems in operation the previous leaflet was reviewed. Whilst some updates were required, most of the information on there was still appropriate and relevant. **It was agreed that we should simply update this and make it available to patients on paper, via the TV screen in the waiting room and on our website.**

We also reviewed the 'Help us to Help You' booklets which were produced by the patient forum just prior to the Pandemic and which were also still very useful reminders about how our systems work. Some of the statistics might need updating but these would be useful to have in the waiting room and perhaps on the TV screen. **JJ agreed to update these booklets and place them back in the waiting room.**

JJ then gave an overview of the full team of staff working at the health centre including GPs, nurses, admin staff and the newly created Primary Care Network staff who are working within the practice. In order for patients to have a full understanding of who to contact when needing assistance or medical help it is important to provide an explanation to the wider patient population about who does what and how to access them.

We agreed that having all of this information available only in the surgery limits its value and impact so it was suggested that a series of articles for Corbridge Matters would be a great way to reach a larger proportion of the patients. We could also offer some content to Riding Mill Parish News and perhaps Hexham Matters.

JJ agreed to write some pieces and send them through to the Corbridge Matters for publication over the coming months just to help spread these key messages about the practice.

We discussed the use of eConsults as an alternative to telephoning the practice. The message which appears on the website needs some explanation as its not clear how it should be used and who receives the information. JJ agreed to incorporate this into our leaflet, the booklet and the articles we write.

**Enhanced Access Hours**

JJ gave an update on the new Enhanced Access service which commences on 1st October. The Saturday service is to be provided at 3 separate hubs – Hexham, Prudhoe and either Bellingham or Haltwhistle so there will no longer be a Corbridge hub on Saturdays. However the Monday to Friday service will be based at Corbridge as it was previously. Corbridge patients will have the choice of going to any of these hubs and these appointments will be offered alongside those in the practice. We hope to have online access to these appointments in due course as well as a text reminder service for handling cancellations.

**CQC Inspection**

JJ reported that the practice had been inspected by CQC in mid-August and were awaiting the results of that inspection.

**Friends and Family feedback**

The Friends and Family feedback received from patients in July and August was circulated prior to the meeting and issues which were highlighted were noted as follows:-

Car parking – a question was asked about whether patients were advised to park on the road outside the health centre. JJ confirmed that whilst there were no double-yellow lines on the left hand side going down the hill, it was a tricky place to park because of the speed and poor visibility for traffic coming down the hill. We are aware of the parking limitations on site but none of our proposals for extending the car park have been accepted so we have a situation which can only be managed by encouraging patients to walk when possible. The return of face to face appointments has brought this issue back into focus for the practice and we do attempt to stagger the GP and nurse face to face sessions to make optimal use of the parking available.

Lights in the waiting room – it was noted that some of the lights needed cleaning and bulbs needed replacing – JJ agreed to address this.

Mask wearing – we have conflicting policies in place at the moment. Posters at the entrance still ask patients to wear masks but staff have stopped policing this now that guidelines have changed. It was suggested that we should keep the mask wearing policy in place to protect vulnerable patients and also to ensure that, should there be another spike of Covid or Flu infections, we have good procedures in place already. Dr Barker agreed that we should discuss this with the practice team to ensure consistency of message.

Appointment delays – this theme has returned now that more face to face appointments are available. A number of comments were made about appointments not running to time. Receptionists will be reminded of the importance of telling patients how many patients are waiting ahead of them as means of communicating likely waiting times. Whilst the GPs do their best to keep to appointment times it is not always possible but we will continue to monitor this.

**Date of the next meeting**

It was agreed that Wednesday evenings are good for the majority and that the next meeting would be held on **Wednesday 14th December 2022 at 7pm**