

# **THE TOLLGATE PRACTICE**

## **PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING HELD ON FRIDAY 28<sup>th</sup> OCTOBER 2022 AT 1.00PM**

### **ATTENDEES**

Surgery Staff: Annette Bloomfield (AB) Jason Crouch (JC) Paul Kusel -Baum (PKB)

Patient Members: Chairman -David Mills (DM) Secretary - Michael Vass (MV) Christopher Dowsett (CD) Rosemary James (RJ) Keith Tucker (KT) Peter Walker (PW) Angela Young (AY) Pamela Hurcomb (PH) Susan Spice (SS) Jane Phillips (JP)

- 1. Welcome & Apologies.** DM welcomed everyone to the meeting and in particular Jane Phillips, a new member. Apologies for absence received from Lorraine Feakes.
- 2. Minutes of the last meeting** held on the 24<sup>th</sup> June 2022 were unanimously approved.
- 3. Matters Arising.** None
- 4. Practice News**
  - a) Building News.** AB confirmed that the Tollgate Clinic would be moving out of the premises by the end of December. The surgery will be taking over one clinic room from the 1<sup>st</sup> January 2023 and a further two clinic rooms from 1<sup>st</sup> February.
  - b) Reception.** As part of the reorganisation the current reception area will be converted into additional office space and reception relocated within the main office after converting a current window into a patient contact point. The work on this taking place in January.
  - c) Patient Numbers.** AB reported that patient numbers continued to increase and now stood at c.8900. The meeting considered the pressures stemming from this increase and the committee was also informed of the discussions and arrangements that were being put in place to deal with the large inflow of Afghan refugees currently being housed in the Marks Tey Hotel. It seems likely that the practice will be asked to take c.75 of these refugees onto its patient role.
  - d) Staffing Matters** AB reported on several role changes and staff additions including a new nurse (Sally) and health coach (Tracy) the later who would be joining on 12 November. Some of the staff changes were supporting additional opening hours on Wednesday evenings and Saturdays.
  - e) Tribute.** The departure of Julie Swain was also noted and CD led the tributes to the caring support Julie had provided to many patients during her time working in the practice.
  - f) Statistics.** AB circulated a summary of some key Practice statistics including the number of appointments attended and other matters dealt with in September. The meeting felt that this information provided a very useful insight into the work being undertaken by the Practice (Subsequent to the meeting the Secretary (MV) suggested to AB that the Committee would find this data even more useful if it could be provided on a regular basis). As always, the most

disturbing figure was the number of DNA's (Appointments Not Attended) which in September totalled 237 – equivalent to 39.5 hours of clinical time.

- g) Flu & Covid Clinics.** AB thanked all the members who had assisted with the main Flu & Covid Clinics - this was a great help in ensuring they ran efficiently. To date the Practice had administered 1528 Flu vaccinations and 1589 Covid Autumn boosters.

## **5. AOB**

- a) Car Park.** AY commented on the state of the car park – both space markings and verges. AB & PKB said that this had already been raised with the landlord and hoped that this would be dealt with in the near future.
- b) Practice Signage.** CD asked (again) if this could be updated. AB promised that early in the new year, when the Tollgate Clinic had left, she would make this a priority!
- c) Call for Treatment Screen.** AY asked if it would be possible to ensure that in addition to the visual notice an audible call could also be included. It appeared that this should already be happening but faults with the software often caused it to disappear. Further check to be taken.
- d) Appointments.** AB confirmed to SS that, when an appointment was being booked, the reception staff were asked to triage patients by enquiring about their issue, - in order to try and ensure that the appropriate service (doctor/nurse etc) was provided. However, the reception staff
- e)** would always deal sympathetically with a response “that the matter is personal” and enquire no further. The committee also noted the difficulty that the reception staff sometimes had in dealing with, thankfully, a minority of patients. In conclusion JP told the meeting that the telephone response and appointment booking at the Practice was much better than her previous surgery.
- f) Practice Leaflets.** MV complimented the practice and JC in particular on the new Practice Leaflets – excellent and very helpful.

- 6. Date of Next Meeting(s)** – Agreed that the next two meetings would be on Friday 27th January at 1.00pm with an AGM on 14<sup>th</sup> April 2023 at 1.00pm.

The Meeting closed at 2.10pm.