

# THE TOLLGATE PRACTICE

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## MINUTES OF PATIENT PARTICIPATION GROUP MEETING ON FRIDAY 3<sup>RD</sup> SEPTEMBER 2021 AT 1.00PM

### Opening:

The meeting was called to order, held in the reception area of The Tollgate Practice, by Annette Bloomfield, Practice Manager.

### Present:

Annette Bloomfield (AB), Caroline Clark-Long (CCL), Jason Crouch (JC), Pamela Hurcombe (PH), Rosemary James (RJ), David Mills (DM), Michael Vass (MV), Angela Young (AY)

### Apologies:

Lorraine Feakes, Chris Dowsett

### Introductions

Formal introductions were made by both staff and group members.

### Business from the Previous Meeting:

AB opened the meeting by discussing the previously unappointed PPG chairperson, deputy and secretary. The consensus among the group was for the group to remain as an informal discussion without formally appointing anyone to these positions.

MV queried the provision of minutes from the previous meeting. AB informed the group that these are uploaded to the website after each meeting but there had been a delay due to CCL's absence from the last meeting. CCL will email minutes to group members.

Provision of a water cooler for the reception area is still being investigated. There remains difficulty in getting a new cooler plumbed in. CCL added that the reception team are happy to provide disposable cups of water to patients if asked in the meantime.

A zero-tolerance policy poster has been placed in reception, but this is to be moved somewhere more visible. The poster is on circulation on the Practice's Jayex electronic call/display board.

AB provided an update on the Practice survey results to members of the PPG not in attendance at the previous meeting. She explained that the Practice will undertake its own six-monthly survey independent of the NHS GP survey. The results will be published to the website and results forwarded on to PPG members via email. The Practice survey is intended for those recently attending the Practice for an appointment or other purpose. The results are promising, with an improvement noted in the telephone waiting times. The management team have been tweaking the process in response. The members agreed that they have had no issues with contacting the practice and that the administrative staff have been cheery and helpful. AB explained the telephone answering process and the division of lines to prescriptions, secretaries and reception.

RJ asked if open walk-in clinics would be returning. AB said that this may be a possibility post-Covid, but at the moment it would cause issues with social distancing having an unknown number of patients in the waiting room.

AB explained the appointment booking process which features a mix of on-the-day acute appointments and routine appointments bookable two to three weeks in advance with a range of different clinicians. The Practice also provides 20% of its appointments as being bookable online.

AB went on to say that demand is high, and this will continue, but to protect patient safety and prevent errors, clinicians have a limited number of patients that they can see in a day.

Additional services that the administrative team can offer includes a community pharmacist referral scheme for minor conditions, and minor eye clinics with opticians.

In May this year, Saturday clinics were introduced with pre-bookable appointments available with a number of different clinicians.

AB discussed confidentiality in the waiting room. This was addressed at the last meeting. Since the meeting, the Jayex call/display board has been updated with news clips and health campaigns that play sound, to fill the audible gap in the waiting room to help improve privacy.

#### **New Business:**

Flu clinics were originally scheduled for several dates in October. However, AB received an email from the sole supplier the morning of the meeting informing Practices that due to logistical issues with a lack of drivers, the vaccines would have a one to two-week delay in arriving at the Practice. DM asked how patients will be informed as some of his relatives had been informed of flu clinics at different practices via text. AB explained that all patients would be informed when clinics are available to book, but this problem was affecting Practices all over the country. She also explained that the Practice's flu clinics were later than many Practices that are holding clinics in September, but any patients booked into clinics that require cancelling would be informed by telephone or text and advertised on the Practice website and Facebook page.

DM said that other Practices in the area had been berated online by patients and other social platforms. AB said that there are strong filters on the Practice Facebook page to remove such comments, and also advised the group that any complaints or compliments about the Practice are passed to all staff members within the Practice to reflect and improve on where necessary.

AB said that the Practice is awaiting further updates regarding Covid booster jabs.

AB told the group that staff uniform had been ordered, with ladies wearing black blouses with pink spots, and gents wearing charcoal grey shirts.

AY asked if there would be a photograph of individual staff? AB said that photographs and short bios for the clinical team would be added to the website and Jayex display board, alongside current health campaigns and general information. AB then ran through the current Practice staff and discussed new staff, including Abigail, our Mental Health Practitioner who attends the Practice once per week, and mentioned Hannah our Social Prescriber who attended the previous PPG meeting.

AB updated the group on the extension project for the building, hoping to extend the Practice by five clinical rooms and a staff room. Full redecoration of the interior of the Practice would commence from 2<sup>nd</sup> October in a fresher sage green colour.

**Adjournment:**

The meeting was adjourned by AB at 2:15pm. The next meeting will be held at The Tollgate Practice on Thursday 4<sup>th</sup> November at 1pm.

**Minutes submitted by:** Jason Crouch

**Minutes approved by:** Annette Bloomfield