



PPG Meeting

Date of Meeting:	25.07.2022
Attendees:	Jack Gaddass – Assistant Practice Manager

Updates from Previous Meeting:

- If you select the option for prescriptions you should be provided with an option to speak with someone (confirm).
- Phone system is in the process of being updated with the new script having been written. it is surprisingly difficult to update so we want to encompass as many changes as possible and covid guidance changing has made this difficult to roll out quite yet. Front doors are now open to allow for ease of access to patient whom struggle with over the phone booking.

Covid Guidance:

We had dropped mask requirement and opened front doors in line with updated guidance, however this was reverted shortly after due to an increase in the number of cases, especially in Sheffield. Mask wearing is now advised, but not required, and we have chosen to keep the front doors open.

Publicising the PPG:

We have created two types of promotional material for the PPG to try and increase our numbers, one that is a brief poster, and another that is more information and includes a signup form on the back. Signup can also be completed online.

- Get in touch with Brunswick as they had lots of attendance
- Update information sheet to clarify not committed to attending all of the meetings once signup.
- BE able to submit questions online.

Patient Questionnaire:

We have created a patient questionnaire specifically focused on some of the recent topics and changes that have affected the practice. Please feel free to complete one, and they will also be available at reception for others to complete.

- Create a box on reception to put questionnaires into.

CQC – Patient Feedback:

The Care Quality Commission (CQC) are the governing body that oversees healthcare (the equivalent to Ofsted in education). They run regular reviews of all GP practices and perform more in-depth reviews every few years. As part of these in-depth reviews they often like to speak with patients

Enhanced Access:

The government has decided to terminate the contract for the hub that we have ran for 7 years. The new contract that replaces it will not be run at woodhouse but would instead be run at another practice, but we do not know how far away they will be. We as a practice do not feel that this is fair to our patients and would like to run it from our practice instead. This will mean less appointments than are currently at the hub, however they would only be available to locally, not citywide. Would you be happy with us doing this and provided appointments to local patients between the hours of 18:00 – 20:00 during the week and 09:00 – 17:00 on Saturdays. This will also allow us to run clinics specifically tailored to our patients such as flu clinics during the winter months.

- PPG thought that it was a brilliant idea to keep the service ran locally as everyone is familiar with the current hub. Concerned that moving the out of hours service further away would be difficult for our largely elderly population, especially with public transport being often requirement multiple busses to reach even local areas, and this being especially difficult with the weekend service.
- Likes the idea of keeping the service controlled by the local practice so that it can be better tailored to the needs of the patients.

Re-enable Online Booking:

The practice is hoping to reenable online booking soon, which will allow patients to directly book appointments, without the need to speak with anyone over the phone. We have historically found that this creates a large amount of wasted appointments when used for on the day, acute appointments, but it can work very well for routine appointments, especially with nurses and health care assistants. Considering creating online booking for self-use blood pressure machine.

- Concerns raised about self-use blood pressure machine and how much they can be relied upon. Jack acknowledged that they will not be for everyone, but hopes that they will work for some, and that it will hopefully free up appointments for those whom would prefer to see a nurse or HCA.