



Trent View Medical Practice

 managed by Riverside Surgery

Patient Participation Group Meeting

Tuesday 16th January 2024 at 5.00pm
Crowle Community Hub

Minutes

Attendees:

David Wall – PPG Chair	(DW)
Michelle Slimm – Business Manager	(MS)
Patricia Hyatt	(PH)
Sean Fletcher	(SF)
Sue Colakovic	(SC)
Melanie Stokes	(MeS)
Patricia Murphy	(PM)
Sara Mann – Business Support Officer (Note Taking)	(SxM)

1. Welcome / apologies from Dr Modan

DW welcomed everyone to the meeting today, the first for 2024. DW apologised for the change of start time (from 4pm to 5pm) and thanked members for their understanding.

Dr Modan – TVMP Practice Partner and Clinical Lead for East PCN - was unfortunately unable to attend today's meeting. An invitation has been issued for the PPG's next meeting in March and it is hoped Dr Modan will be able to attend.

2. Apologies: Maureen Ruff, Christine Slack, Diane Austwick, Ranjit Aujla

3. Minutes of Previous Meeting:

The minutes of the previous meeting held on 7th November 2023 were agreed as a true and accurate record, with the addition of apologies received from Patricia Murphy which were omitted.

4. Matters Arising from Those Minutes Not on The Agenda:

None.

5. Community Physiotherapy & Social Prescribing Keadby Hall:

PM updated the members regarding the Village Hall in Keadby which is currently undergoing a full refurbishment. PM, who is leading the refurbishment for the community, has offered the Village Hall as a possible venue for providing TVMP services such as first contact MSK Physiotherapy and Social Prescribing. Discussions have been had with Hollie Iggleden (HI), (PCN Physiotherapist) regarding providing physio services such as walking stick/crutch repairs and possible therapy sessions to release a consultation room at Keadby surgery. PM advised that (HI) is pushing for a couch and screens to provide services. MS agreed to review any equipment that may be available from the practices and would speak to HI to see what she requires. HI currently works at Keadby Surgery on a Thursday morning and then moves to a Barton Surgery in the afternoon. MS advised this would be a huge step forward. PM advised that she has provisionally booked the hall for a day in case the service expands. Providing this

service from the hall would encourage people to use it for coffee mornings, meetings, fitness classes etc and would be an advantage to the residents of Keadby and surrounding area.

Discussion took place regarding the possibility of other practices using the hall from the other PCNs providing services for patients on the Isle. PM is hoping for a March opening date once refurbishments have been made.

Discussion took place regarding promoting of the availability of the hall and PM is meeting with DW on Thursday and they would discuss this further. It was stated that the best advertising in Keadby is by word of mouth.

Action: PM/DW/HI (re venue) **and MS** (re equipment)

6. **'Total Triage':**

The report was circulated prior to the meeting for comments.

MS explained that the practice is considering a new practice Total Triage system. The practice currently uses KLINIK. The two new systems for consideration are System Connect and AccuRx. All practice contacts would go through the system whichever one is chosen. One system is easier to use than the other. One system is free, but the other one, there would be a cost to the practice. Both systems do exactly the same from a triage point of view.

Post meeting note: Neither system is free and further work is being undertaken to clarify cost impact to the practice.

MS and JG will be visiting a practice in Macclesfield who have 40,000 patients and is using System Connect. 80% of services are online which will free up staff in the practice to deal with walk-in patients and people who do not wish to use the system.

Action: DW (to keep PPG updated on progress and options for PPG to 'user test' each system)

SC advised of some problems she has had regarding gaining full access to her medical records. Discussion took place regarding the NHS App and access to the system and the problems SC had had. MS asked for permission to sort out the problem, as she wants to understand what the process is and what the problems are. SC advised that the staff member she had spoken to did not appear to know what she was talking about and was getting flustered.

MS advised that she sort out the problem, as the practice wishes to offer an efficient service to patients and has to base her decision on the best product, as we need to get the service right.

Action: MS

A comment was asked about late evening appointments and patients being asked to come early for their appointment. MS to follow up with the GPs leaving early when an appointment has been booked for 7.00pm.

Action: MS

7. **New TVMP Website – Update:**

(Link to Website Demo [HERE](#))

PM stated that she had looked at the new proposed website and was very impressed. MS added that it is phenomenal what DW has done. There is no launch date as yet, but DW would like to go live as soon as possible. DW asked all member of the PPG to please have a look at the demo website and provide feedback on missing or wrong information.

Action: All

8. **Performance Reports:**

a. **Telephone Calls**

DW explained the telephone statistics and graphical view. The target is that 90% of calls to be answered within 10 minutes. A problem was identified with the total number of calls

figures for Riverside and Trent View and DW will review the figures and re-issue. Total Triage will help reduce the number of calls and will require a change in culture.

Action: DW (post meeting note: **DW** checked and confirmed figures as published are correct)

Dispensary Calls – MS is looking into the problem of calls not being answered and a Dispensary Team Leader is in post who is monitoring this issue.

Action: MS

b. Appointments (Including DNA)

DW asked for the members to review the appointment figures circulated and the departmental appointment figures.

Action: All

c. Friends and Family Test

Please find embedded the corrected Friend and Family Test responses up to the end of November 2023.



FFT statistics
summary up to end

9. Feedback From Members Who Attend External Meetings Relevant To The Work Of The PPG:

- HNY ICB Patient Engagement Network meeting 22/11/2023 (Zoom) - DW (Link To Recording Of Meeting [HERE](#)) – Circulated Prior To The Meeting. The next HNY ICB meeting is planned for 21/02/2024 at 10am.

DW advised that he would tomorrow (17th) be attending the 'Isle of Axholme Community Network Meeting' and he would update the members at the next PPG meeting.

10. Annual Review of TVMP PPG Constitution/Terms of Reference (ToR):

The PPG Constitution and ToR were reviewed and agreed no updates were required. DW to update the review date.

Action: DW

11. Any Other Business:

No further items were identified for discussion.

12. Date/Time of Next Meeting:

Tuesday 19th March 2024 at 4.00pm at Skippingdale Surgery, Ferry Road West, SCUNTHORPE, DN15 8EA.