**Minutes of the PPG Meeting Held at Rycroft Primary Care Centre on Wednesday 20th September 2023 at 1pm**

**Present**: Brogan Smith (PM), Dr Kate Hemingway, Dr T Kio (GP Registrar) and Ann-Marie Cadman (Minute Taker)

**PPG Attendees**: Linda Mills, Michael Beecher, Tony Pearce and Barbara Johnson

**Apologies**: Bonita Heeley, June & Garth Greenwood, Kim Nightingale and Ruth & Paul Thorpe

Brogan passed on apologies from members who were unable to attend the meeting. One just wanted to send a message to say that we have a fantastic team at Rycroft and they are proud to be a patient of the surgery.

The minutes of the previous meeting in August 2022 had already been sent to everyone.

Brogan welcomed everyone to the meeting and introduced staff. The patients were happy to see Dr Hemingway. Brogan asked if anyone had questions, could they leave them until AOB at the end of the agenda.

Dr Hemingway explained to everyone present, how we are now a GP Training Practice and introduced Dr Kio, one of our current GP Registrars who is on placement with us until next year.

1. **CQC Visit**

The CQC visit results were passed out to each PPG member to read through. Brogan informed the members that the results were great as they could see, and we had been rated as ‘good’ but with an exceptional mention particularly for the gym. She explained how gym bookings were made and what services Gavin offered to the patients.

1. **Telephone System**

We previously had issues with the telephone system, which we hope have now been resolved, due to our new cloud-based telephony system being implemented. Brogan told everyone that if they had any issues and would like to report them to her, she would need specific dates and times as examples to let the phone company know. She added that the cutting off problem had now been resolved, however, if there are a lot of people in the queue the message does not tell you what number you are in the queue until you get further down the queue.

3) **IPC Visit**

Brogan told everyone the Practice had an Infection Prevention Control visit in August 2023. We scored 94% for Rycroft and 95% for South Hiendley which we were really pleased with. We were informed that in future the inspections will be on annual basis and the inspectors told us that they were very happy with what they saw when going around the surgery.

1. **GP Patient Survey Results**

Brogan presented the latest survey results for the members to read. The ‘overall experience’ result had gone up from 75% to 85%, however, the report also includes WRS figures as well as Rycroft, which can make it difficult to break down the figures. The results are taken from several sources including FFT and NHS choices. Someone asked if low scores were being looked at and Brogan explained that whilst we always do our utmost to improve upon low scores, unfortunately, it is not always possible, for instance when patients are asking for their preferred GP. A discussion ensued regarding times changing and all agreed it is different to years ago, when there were only a couple of GPs and one waiting room. Dr Hemingway explained the workload is increasing and more houses are being built so more patients will come along. It was asked if we could close our patient list, if we have too many patients, however, Brogan replied that the Practice cannot do that. Someone also questioned if the Practice is able to meet demand. Brogan responded that the practice is in a good position at the moment and has a variety of external outside services which patients can be referred to as well as our GP appointments. It was asked if the surgery is in crisis and the response from Brogan and Dr Hemingway was no, not at all.

1. **Access**

We now have GP Care Wakefield appointments at the local HUB in South Kirkby. Brogan explained what appointments are available and that our staff are able to book them through SystemOne, our clinical system. The question was asked why there are no pre- bookable appointments for patients to book here at the surgery and Brogan explained that if all appointments were pre-booked, there would be none left for the actual day to book. She added that GP Care should be utilised as much as possible as it is extra capacity for patients. Brogan said that if the service is not used our Primary Care Network may lose it. She explained that there are five surgeries included in the (PCN) and while there are no guarantees of getting an appointment at the HUB, it is another avenue available for appointments. She also informed everyone that our branch surgery at South Hiendley is still fully functional for SH patients.

1. **Covid/Flu Campaign**

Brogan informed everyone that we are currently underway with the Covid Vaccinations and Flu campaign for the season of 2023. There are clinics on all week and will be each week, as long as stock is available to us. Also, patients can use the National Booking Site to book appointments for the Covid Vaccination.

1. **AOB**

When we receive script requests patients have requested that the member of staff add their names on to the reply emails so that patients are aware of which staff member they are dealing with. - Actioned

Brogan showed the members thank you cards that we have received from very happy patients. It is always nice to receive a thank you!

Brogan informed everyone that AAA Screening is an outside national campaign from Seacroft Leeds. They use our premises but they are the ones to call for the patients. It is aimed at male over 65 year old patients, who fit the criteria for screening. One member asked if you are not called for the screening, how do you contact the service. Brogan said we have leaflets in the surgery and she would pass one to the patient.

It was asked if the GP strikes are affecting the surgery and Dr Hemingway replied no not at the moment, however, if the junior doctors did not turn up it would affect us. Michael asked if the GP’s would be striking? Dr Hemingway said no they would be not be striking as they are Partners and it is their business.

It was agreed to have quarterly meetings.

There being no further business the meeting closed at 1.50pm, with Brogan and Dr Hemingway thanking everyone for attending.