

Old Trafford Medical Practice

Patient Participation Group (PPG) Meeting Minutes

Wednesday 12th February 2020

Attendees:-

Paula Lea, CEO Firsway Health Centre
Louise Morgan, Practice Manager
Marcia Marsh, Patient Services Manager
20 patients registered and in excess of 30 attended.

Welcome & Introductions

Paula Lea welcomed everybody to the meeting and introduced herself, the new Practice Manager and Marcia, Patient Services Manager to everyone.

Practice Update

In light of the considerable changes since August 2019, Paula Lea outlined the circumstances surrounding the changes and explained the current caretaking arrangements with Firsway Health Centre that are in place until 30th September 2020. Dr Ann Harrison and Dr James Choi are salaried GP's to the practice with additional support from long term locum Dr Deepa Gurumurthy and additional support from Firsway Health Centre Partners that provides stability to the practice. Paula also reassured patients that the practice would stay and that we are fully committed to the safety and wellbeing of the patients of the practice.

Patient Feedback

There were three main areas of concern discussed during the meeting.

- 1) The telephone system has long been a source of concern and is a legacy contract that we are currently trying to deal with and resolve. There are issues around the contract and the phone system will hopefully be resolved over the coming months.
- 2) Communication from the Reception team with patients was discussed at length along with ways to improve communication and training requirements.
- 3) Concern was raised regarding availability of on the day appointments and how this may be addressed. The PPG were advised that changes are planned to the system and these would be discussed at the next PPG meeting.

Methods of Communication

There are a number of ways that members of staff communicate with patients including text messaging, telephone calls and letters. Patients are actively encouraged to complete the patient feedback questions sent following appointments.

Online Access

Online access that will allow bookable slots to the patients has recently been activated within the clinical system. This will allow patients with online access to book an available appointment directly with the practice via their preferred online service provider.

Future Plans

Firsway Health Centre has been appointed as caretaking contractors until 30th September 2020 and intends to bid for the practice when the procurement process takes place during the coming months. When the outcome of the bid is known Firsway Health Centre will be able to implement long term plans for the practice.

AOB

Patients asked for more notice to be given for the next PPG meeting of at least four weeks.

Concerns raised by individuals were discussed outside of the meeting with Paula Lea. Commitment was made in relation to staff training.

Date of Next Meeting

The next meeting date is yet to be agreed and will be notified well in advance via notices within the practice and via text message.