

Port View Surgery PPG

Notes of meeting held on 2 July 2024

Present: Peter, Brenda, Marilyn, Julia, Jenny, Pauline, Jane, Tony, Angie

In Attendance: Tina, Mandy

Apologies: Rod, Sally, Dave, Sarah, Pauline, Gail, Roy

Notes of previous meeting: Approved. Tina stated that all PA posts had now been filled.

Practice Update

This was focussed on the **new system for contact/appointments** which had now been implemented (but without the text message confirmations, which had been originally envisaged, but were not yet able to be built into the IT system).

Tina said that the doctors and staff were pleased with the initial impact. PAs found that patients were generally abiding by the new system, which enabled them to clear the urgent calls much more quickly. Doctors found they had more time for their appointments etc. The main limitation is that the actual number of GP appointments had not of course been increased through the changed system.

Patients at the meeting confirmed that the system seemed to be beneficial so far. When asked about the number of “no shows” (DNAs) for appointments, Tina said it was important to know this, and would give details in due course.

Everyone agreed that it was a joint responsibility of patients and the Practice to **evaluate the new system**. After discussion, it was agreed that the Practice will, in September, contact a good sample of patients who have used the system, using text messages to seek feedback. Results will be presented to PPG and considered together.

Peter, Gail and Marilyn will also give further thought to other methods of getting patient feedback.

Tina then presented her **annual summary of formal, written complaints** - and what the outcomes were. This was discussed briefly. PPG members will look in some more detail at the report and comment back to Tina and Peter as necessary.

Finally, an extract of comments from patients made via the standard **Friends and Family Test** was presented by Tina. 330 patients had responded. Comments made were overwhelmingly positive.

Port View Messenger

It was unanimously agreed that Messenger 2 (on the role of Patient Adviser) would be postponed until after the evaluation results on the new system were discussed. Rod, Pauline and Peter will follow up then.

Social Prescriber's Report

Mandy gave a quick overview of her work and how it was developing. In particular, she was planning to try to develop Carers Support initiatives locally - which was welcomed by the Group. Links with Learning Disability carers have been established already.

Chair's report

Peter and Julia gave an update on progress at the last Health Action Group, when a presentation had been given by a Director of the Derriford Hospital Trust (UHP) and two senior staff. This had been welcomed and enjoyed by the Action Group because of their emphasis on developing "care closer to home" and outposting services wherever possible into the community. This fitted beautifully with the Action Group's Vision and the hope is that a strong partnership can now develop between community health services in the town and the hospital. Julia emphasised, as chair, that the Action Group would be pushing for action to implement these ideas. The UHP team will report back on progress at the Action Group meeting in September.

AOB

1. **Waiting Room/Parking** - Jenny asked the Practice to consider whether improvements could be made to help patients with mobility issues. Tina stated that there were currently no resources available for this. Peter expressed the hope that some early initiatives might be possible whilst the Action Group tackles the long-term investments.
2. **Dentistry** - lack of local provision remains a concern, but Julia is becoming involved, and is personally taking up a volunteer role in schools.

NEXT MEETING TUESDAY 3 SEPTEMBER AT 5.30PM IN THE COMMUNITY KITCHEN