

# Friends of Elm Practice Meeting 11<sup>th</sup> August 2021

**Attendees: MG, DSH, JL RG**

## Apologies:

<p>Practice survey results</p>	<ul style="list-style-type: none"> <li>• 64% of respondents usually get to see or speak to their preferred GP when they would like to</li> <li>• Local (CCG) average: 43% national average: 45%</li> <li>• 84% of respondents find it easy to get through to this GP practice by phone</li> <li>• Local (CCG) average: 64% National average: 68%</li> <li>• 85% of respondents describe their experience of making an appointment as good.</li> <li>• Local (CCG) average: 66% National average 71%</li> <li>• 432 surveys sent out to patients, only received back 132 patient surveys.</li> <li>• Above average national. A lot of Covid calls regarding systems. Numbers of appointments and calls are very high.</li> <li>• 98% overall - very positive.</li>   <li>• Which is more needed. The calling system which is not used as much, whereas the Admin room is used quite a lot for various prescribers.</li> <li>• Friends &amp; Family if a patient been seen by a Doctor usual after 24 hours they would receive a text message if they would recommend our practice to family and friends.</li> <li>• Patient and all other members, have to wear mask and social distancing in the Building.</li>   <li>• <u>See survey results</u></li> <li>• <a href="https://gp-patient.co.uk/report?practicecode=F84685">https://gp-patient.co.uk/report?practicecode=F84685</a></li> </ul>
<p>New PCN services</p>	<ul style="list-style-type: none"> <li>• The PCN encourages services to work together; Practices have employed people to work in practices.</li> <li>• These are social prescriber, First contact physio, citizens advice bureau, wellbeing coach and pharmacist.</li> <li>• In order to facilities all these new people we need to make space in the building. Need to put work station so they can see patient.</li> <li>•</li> </ul>
<p>PPG funding 2020-21 and 2021-2022</p>	<ul style="list-style-type: none"> <li>• CCG requirement to discuss with PPG improvement plans with PPG members</li> <li>• We discussed that due to Covid the CCG has allowed practices to join the last two years together in preferred.</li> <li>• Elm Practice would like to convert an admin room to consultation room for new PCN services.</li> </ul>

	<ul style="list-style-type: none"> <li>• As PCN services have been carried out by staffs working from home we now need to create extra space within the practice to enable them to return to Fountayne Road Health Centre,</li> <li>• We want the Social prescriber, first contact physio, citizen’s advice bureau, wellbeing coach and pharmacist they can use the room instead off desk hopping.</li> <li>• As discuss at previous meeting agreed to purchase a new patient calling system to promote services electronically.</li> <li>• It was agreed that refurbishing the room has now become more essential at the moment.</li> <li>• Since Covid-19 not a lot of patients are coming to the building. Therefore whilst the current patient calling system is on good working condition we should delay upgrading it.</li> <li>• JL agreed this was the best option for the practice and is very happy for Elm to make the relevant changes.</li> <li>• We agreed that next year we would reconsider buying then patient calling system.</li> <li>•</li> </ul>
AOB	<ul style="list-style-type: none"> <li>• Friends &amp; Family if a patient been seen by a Doctor usual after 24 hours they would receive a text message if they would recommend our practice to family and friends.</li> <li>• Patient and all other members, have to wear mask and social distancing in the Building.</li> <li>• Most GP appointments are telephone consultation; The GP will decide of the patient requires a face to face appointment.</li> </ul>