



Patient Participation Group Meeting Minutes

Date: Thursday 28th April 2022 14:30; Conference Room - MS Teams

1. Welcome and introductions – Roll call
2. White Lodge Medical Practice relocation – how it happened – presentation with pictures
3. Living with Covid-19 – Infection Prevention and Control at the Practice – changes to screening regime – we will no longer send you a screening text and instead rely on the reminder and the arrival screening questions. We still ask patients to wear masks and wash their hands frequently.
4. Objectives for 2022/23
 - Exceed 85% of phones answered with the aspiration of 90%. Eliminate a small percentage of patients waiting over 15 minutes and reduce the number waiting over 10 minutes to a minimum.
 - Improve chronic disease management and, in particular, diabetes to get over 50% achieving 3Ts
 - Improve depression and mental health management

5. White Lodge services update:

Currently, we are offering 40% of the slots on the day. The rest consists of 1 week and 2-week pre-bookable slots, online consultations (PATCHs), slots reserved for 111 and spaces reserved for reviews.

Members raised an issue of the difficulty of securing the appointment over the phone, especially when discussing the results. PM explained that the text requesting the patient book an appointment is never sent as urgent; therefore, it does not require immediate appointments.

Member raised an issue of time slots for telephone calls – these were removed after we faced a significant number of lost appointments due to DNA (phones not being picked up at the designated time – and subsequent complaints when patients called back at a later time). The current system reduces the number of DNAs and offers flexibility to GP to make more attempts at different times to reach the patient.

PM explained the 111 service and why it can be the best solution for patients with urgent or life-threatening conditions.

Natalie explained what alternative the patient has when all appointments on the day are taken: 111, out-of-hours hubs, urgent care centre and A&E. For younger patients, there is a dedicated paediatric service at Evergreen Surgery. Another alternative may be a community pharmacy which can provide advice in less acute cases.



6. White Lodge – staff updates

We currently have one Foundation Doctor – Benjamin Zakaria – who will be with us until August.

General Practice Nurse Sasha Pillai provides additional nursing appointments on Monday and Wednesday.

7. Q&A

The role of PPG discussed (constitution, chair, driving agenda, providing constructive feedback) – PM will send materials to all current members, and we can discuss them at the next meeting.

8. Next meeting is planned for 30th June 2022 at 14:30 – both face to face and virtual. PM will send invitations two weeks in advance.