



PATIENT GROUP MEETING
MINUTES OF MEETING – 27th September 2023

Present :	Tower Hill - Adele Russon, Debbie Wykes, Sarah McMulkin, Emma Breakwell, Surjit Pawar Patient Representatives – 13 patient group members	
	Notes	Actions
1. Apologies	Dr T Soyannwo	
2. Welcome and Introductions	Chair John Whitehouse welcomed group and new members	
3. PCN Update	<p>Adele advised the group we have received extra funding in the form of Capacity Access Funding and the following posts will be created:</p> <ol style="list-style-type: none"> 1. More face-to-face appointments have been added three days a week 8.30am to 6pm these clinics are with David Ridley ANP. 2. Richard Russell Mental Health Worker who will have face to face appointments on Wednesdays for low level anxiety and stress. He will also be triaging requests off site. 3. MSK Physio will be taken on 2 days a week (to be confirmed) <p>A Podiatrist maybe taken on next year if we get a bigger budget.</p> <p>Website has been updated with PCN staff roles.</p> <p>We have requested funding for posters for the practice.</p>	
4. New Phone System	<p>Debbie talked about the new phone system and thanked the group members who came in to assist with the set up in Feb 23 Audit shared with the group and gave some figures from the audit.</p> <p>Feb 23 between 8am 9am calls being answered has increased from 65% up to 91% and the wait time has come down to 3</p>	

	<p>mins, this is due to the Footfall website being used for appointment requests, making it easier to get through for urgent calls.</p> <p>Test results are now after 10am and the group thought it was a good idea if the HCA gave patients a leaflet advising patients when to call.</p>	
5. Footfall	<p>Emma explained to the group the new total triage system. We appreciate that not all patients are able to use this service, but if they call the surgery a member of staff will fill the form in for them or give advice how to use this service. Nurse appointments, sicknotes, prescriptions, test requests, letters are just some examples of the other things that can be requested online. The forms can be submitted between 7am – 10am Monday to Friday, they are then filtered and triaged and allocated due to availability. It is not suitable to put urgent requests through the website.</p> <p>The Group members asked if CONSULTING ROOM can be changed to APPOINTMENTS and also if we could give an idea when a telephone triage call would be</p> <p>We asked the Group if anyone would like to volunteer to help the practice, to signpost patients when they arrive at the surgery.</p>	
6. Patient Survey	<p>Patient survey Action Plan from July 2023 leaflets were handed out. Adele went through the results and actions that have been taken and recorded.</p> <p>A Group Member complimented the Practice on their hard work and care.</p>	
7. Early Cancer Diagnosis	<p>Adele showed a website regarding self-assessment for Prostate Cancer.</p> <p>PCN targets – Early cancer diagnosis, including Prostate cancer. To Promote over 50 years old male (2789 patients).</p> <p>Aspirin and statins can lower PSA levels in blood. A group member gave some figures and stats and felt it was important to promote this information.</p>	

<p>8. Pharmacist</p>	<p>Mr S Pawar from Tower Hill Pharmacy asked the group what areas could be improved. The group had no real problems with ordering repeats. One Member did have problems when they ordered online. Mr Pawar explained the logistics of ordering prescriptions.</p> <p>The Pharmacy has 5 new consulting rooms.</p> <p>They are promoting their services to make patients more aware of what they offer.</p> <p>CPCS is available and there is a poster of the wall which a list of the ailments they can deal with.</p> <p>COVID Autum Booster and Flu jabs are now available at the pharmacy.</p> <p>New Robot is working very well.</p>	
<p>9. AOB</p>	<p>Next Meeting date to be confirmed.</p>	