

THE JUNCTION SURGERY PATIENT REFERENCE MEETING

DATE: 20th August 2024

TIME: 4.00PM – 5.00PM

ATTENDEES:

Julie Sunderland (Practice Manager)
Adele Morris (Reception Manager)
Dr Ali – GP Partner
Mrs & Mrs Coverley (Patients)
Mr Zahid Iqbal (patient)
Mrs Carol Wise (Patient)
Prof Roberts (Patient)

Notes: Adele Morris

Apologies: Mr & Mrs Briggs

1. Welcome, Introductions & Apologies

Julie thanked attendees for coming and introduced the new reception manager Adele.

Adele welcomed the new members of the group Mrs Wise and Prof Roberts

Aims and Objectives

The role of the Group is to work closely with the practice to discuss services being delivered, the patient experience and to consider improvements that could reasonably be made and to act as a 'critical friend'. No personal grievances or medical issues are to be discussed at any time.

2. You Said, We Did update from last meeting 23rd October 2023

The Website continues to be reviewed and updated in line with NHSE standards - any patient suggestions w/feedback is always welcome.

The instruction booklet for online access has now been created and available for patients if wanting to access "Patient Access Services". Adele shared with the group that the NHS app is a better option for online access as its functionality is better and it is kept up to date centrally so any issue are easily

reportable and fixed. The reception manager and administrator are available to help patients to “get on line” if they need help.

Sourcing of posters and leaflets on health conditions are continually sourced and made available for patients. Feedback from the group was that there were too many posters and information up in the reception area which for some makes it difficult to read and digest the information on them.

The noticeboard in reception now has a rotating programme of information and where able the information on the board will align to national campaigns e.g. Hypertension week and Diabetes week,

ACTION: A “tidy up” of information and posters in the waiting area and where copies are available leave on table in appointment corridor for patients to take.

3. News from us update

New staff join in 2024. Reception Manager role, two new receptionists and a new intake of GP registrars who commence their sessions week commencing 19th August.

The surgery remains proud of its ability to retain staff; many have been at the surgery for years. Staff development is supported by practice management; our receptionist who is trained in Phlebotomy and our Nurse Associate role Joseph Barlow.

New Telephone System – installed in January 2024 and is working well. Adele shared how the system works regarding the entering, queuing and call back system. The group shared that they felt the system was working well and agreed with the “Queue” number set which is at 15. Mr Coverley shared with the group that the 8am system for booking appointments was working well and that he hoped the new Government do not change this as media were intimidating.

DNA rate – the surgery in Q1 of 2024 (Apr to June) had a DNA rate of 3% (of 6777 appointments 204 DNA).

Prof Roberts shared the process the hospital has for trying to reduce, which is to identify but also the reasons given - 3 DNAs with no genuine reasons are discharged back to primary care. As primary care does not have anywhere to “discharge” back to as they are the first entry point into the health care system this system is not transferable. The reception manager did advise the group that DNAs are looked at and where persistent non-attendance arise the patients are contacted to discuss.

There are open to the practice more formal routes with regards to asking patients to register with another practice should DNAs reach an unacceptable level after contact has been made to try and resolve.

Julie shared with the group that a recent study showed that by sharing with patients the positive attendance rates were more impactful on DNAs than showing those that did not attend,

ACTION: Adele to share this information monthly in the waiting area.

National GP Survey Results – Adele shared some of the key areas of results from the 2024 survey and how they differ from 2023 results. These will be put up in the patient appointment corridor for information.

Care Navigation – The practice as part of their GP Improvement Programme continue to support care navigation, this is a reception role that helps get our patients the right health care professional at the right time to support their needs. There are various roles open to access for patients including Pharmacy, First Contact Physio Practitioners, Health & Wellbeing Coaches and Social prescribers including support for mental health.

Friends and Family Test results / Feedback. This remains high for the practice at between 93 -95% (Very Good and Good). Julie shared a few examples of the narratives received that support this percentage. Julie and the team are always appreciative of positive feedback and ensures all feedback is relayed to staff which supports morale.

Local Initiatives – Adele shared information around the new Pharmacy First Scheme that commenced in April 2024 to support general practice. Pharmacies continue to offer support for Minor ailments, Blood Pressure and Contraception which have been in available for some time now.

Flu clinics. Julie shared the dates that have just been agreed for Saturday clinics. Where eligible, patients can receive both their flu and COVID jab together. Saturday clinic dates are 5th, 12th and 26th October 2024.

New PCN Initiatives – No new initiatives to report in Q1. Prof Roberts asked how the PCN fair in relation to the other Huddersfield PCNs. Dr Ali shared that Tolson PCN where the Junction and its surrounding practices sit is 2nd behind the Valleys PCN.

Successes – As covered within the new staffing item, the Junction are proud of its staff retention and development of staff. Feedback from the group was that the Junction surgery is an excellent service and they have never had a problem accessing the Dr's or nurses and all the staff are helpful and professional.

4. Engagement Topics – what do our Reference Group want to see in General Practice?

The car park - the group shared that there are days of the week that this is so full patients are unable to get close the surgery and the streets are also full making it difficult for those with mobility challenges. The car park is private for The Junction Surgery and Skyn Doctor and only a couple of staff use it dependant on their shift patterns.

ACTION: Julie to look at the potential for having parking space lines added to the car park; this will increase the spaces available as currently cars park that reduce the space available.

The meeting was drawn to a close at 5.00pm. members were thanked for their contribution and were advised the minutes would be sent in due course and the date for the next meeting Adele would be in touch with to confirm.