

Kingsway and Bramingham Medical Centre [KBMC]

PPG Meeting at Bramingham on Thursday 7th November 16.30 – 18.30

- 1. Attendees** - J. Breen [PPG Deputy Chair], W. Dyer [PPG], I. [PPG], T. Allen [PPG], K Patel [PPG], I Bradley [PPG], D. Freeman [ELFT], Sneha Goswami [Practice Manager ELFT], Dr Ali-Khan [ELFT], S. Warton [ELFT].
- 2. Apologies** -: E, Bermingham [PPG], T. Pressland [PPG], A. Khan [PPG], B. Choudhury [PPG], Jill Dickson [PPG], C. Beard [PPG]
- 3. Communication** -: Concern at the lack of communication from ELFT on issues such as the website updates, e-consult, future triage, SystmOnline, DNAs, updated phone system and Practice monthly update to the PPG. All noted and much improved following a meeting in October.
- 4. Website** -: There were historical problems met by ELFT with the website merger between Kingsway and Bramingham. Everything had to be logged into the new joint system. Hoping to complete by the end of January. The feedback form had been left off the current website until the issue of destination/direction of the forms had been resolved. Staff were unaware of user logins to action this. **The new website merger cannot be achieved until this is cleared. Need to be addressed as a priority by the Practice. ACTION ELFT**
- 5. Phone**: The messages between the 2 sites had been synchronised to 6 options. All calls were in the same queue despite the options, and this had led to delays for patients. The phone system issue of waiting was recognised and is being resolved. Good feedback on the call back system although the call back option only comes into effect after the 5th caller in the queue. **Message may need altering when phoning to give patients a better understanding. Patients would still be requested to enquire about test results and prescriptions after 10.00. ACTION ELFT**
- 6. E-Consult** -: E-Consult would be introduced for total triage. Patients would need to complete a form either online, over the telephone or visiting the Practice. This form would be triaged by a medic and appointments allocated according to need. Timeline end of March 2025. PPG to present the Practice with a series of identifiable issues so it can dovetail smoothly. Need for patient education. **ACTION ELFT**

7. **Staffing** -: GP interview next week. Up to 2 care providers short and trying to appoint. Currently using the Bank if short.
8. **SystmnOnline** -: Brought to the attention of the Practice that online appointments had gone from weekly to fortnightly and that we go back to what was agreed. **ACTION KBMC**. Request that there are more face-to-face online appointments as per Practice policy, not via the telephone. **ACTION KBMC**. SystmnOnline would cease for online appointments once total triage and e-consult is introduced. SystmnOnline would still be available to order medication.
9. **Practice Manager Report** -: Plans to move the administration to one site but no immediate date. The lift was not working at Kingsway. A room had been identified at Bramingham as a future treatment room. Admin posts had been advertised. It was pointed out that the markings in the car park at Bramingham had faded and were now almost non-existent, with the car park needed remarking. **There were no official disabled parking bays, just two signs on the wall which were not disabled parking bays. The Practice was urged to contact the property owner to have this work done quickly. ACTION KBMC**
10. **DNA - [Did not attend]** -: PPG produced a graph showing DNA numbers from February to September. This showed an upward trend which increased with an October number of 505. PPG and the Practice looking to work together with ideas for reducing this e.g. age groups, a problem with one site, why are patients not coming. As a start question asked from a different perspective, 'how many patients do keep their appointments'. A lot of data needed to target DNAs. **ACTION KBMC**
11. **PPG News** -: During the year, 3 PPG meeting, 3 Newsletters, Code of Conduct and Terms of Reference had been accomplished plus various adhoc meetings.
12. **A.O.B - GDPR/DP** -: Patient site security concerns. Patients' personal data at the two sites was not always private to the individual. Patients were asked to provide D.O.B. and then sometimes name or name is confirmed by the reception plus address and reason for their visit which may be very personal. This could be clearly heard by other patients in the waiting area. Patient privacy and confidentiality was a problem that needed quickly reviewing with a report back to the PPG. One initial idea was of quiet music as a background. **At Bramingham the monitors could be viewed from the car park through the window. The Practice to look at stickers on windows/security screen for monitors. ACTION KBMC**
13. **Staff Training** -: Question asked about staff training. All staff had online training before post taken up, training on contact with patients, Health and Safety, GDPR

and induction. Request from PPG whether a member could attend any of the training if 'appropriate'. This was agreed. Next staff training GDPR on 20th November. **ACTION KBMC**

14. National Insurance Rise -: Question as to whether the recent government budget insurance rise for employers would affect the Practice. The answer was no with new funding becoming available to offset the rise.

15. Date Next Meeting – Tuesday 14th January at Kingsway 11.00 – 13.00