

## **College Green Medical Practice**

### **Patient Participation Group (PPG)**

**Minutes of First AGM be held at College Green B31 2GH**

**18<sup>th</sup> May 2022**

#### **1 Apologies**

Apologies were received from JT, SH, LR, JH and TS

#### **2 Introduction**

Dr Madhumita Ray welcomed everyone to the meeting and introduced Practice Manager, Dan Hill (DH), and acting chair, Ann Ellis (AE). She highlighted forthcoming meetings (see below) with outside speakers.

#### **3 Report of Acting Chair**

AE explained that online PPG meetings had been held during the Covid pandemic, which coincided with the move to College Green.

#### **4 Report from the Practice: Opportunities, Positives and Problems**

Dan Hill gave a short report. He mentioned that:

- the delay in opening CGMP caused by the bankruptcy of the construction company,
- the effect of the pandemic on the merger of the former practices on the delivery of services,. Covid jabs were available at the practice from late Autumn (previously at St. Heliers)
- Dr. Hardy has left the practice and Dr Sarah Rishi joined the practice wef 1 May 2022
- staffing levels (combined) has not dropped from 2015, with 8 partners and three salaried GPs, and other trainee doctors. CGMP has a better doctor/patient ratio than other comparable NHS practices. On average the practice provides 1600 appointments per week, and around 1000 Doctor appointments per week. We receive between 4000 to 5000 calls per week, and only around 100 v consults.

- The CGMP leases from a company called Assura, which own the building, and there are plans for the Orthopaedic Hospital to occupy the top floor
- that new clinical rules will enable to paramedics on the staff to carry out certain simple procedures
- that extended access has been introduced to 8pm weekdays and Saturday mornings, with all ay on Saturdays from October next.
- That the website is under further development
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- that the system for repeat medicine has been improved
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## **5 Nominations received and election of Chair, Vice Chair, Minutes Secretary**

After brief introductions by both people, Richard Tuckett was elected chair and Ann Ellis was elected vice-chair, both unanimously. Andrew Nickson was elected minutes secretary.

## **6 Questions in advance of the Meeting**

No prior questions were received,

## **7. Questions from those present**

Many people aid that they did not know anything about the existence and objectives of the PPG itself. There was also a barrage of questions about the standard of service, which were answered by the practice manager, a follows:

- Why do the secretaries make a decision about whether you can be seen by a doctor? Answer: it is the doctor who makes this decision.
- Why am I told there is no appointment available or having to wait 4 weeks for one? Answer: the average waiting time for non-urgent attention is now much shorter.

## **8. How can the PPG work with the Practice for the benefit of the patients**

Dan Hill emphasised the value of the PPG in transmitting feedback to the practice about the standard of service delivery, focusing on general issues but not on individual complaints, for which there is an alternative mechanism.

In response to a question, he said that the practice now has around 15,300 registered patients.

Considerable disquiet was expressed about V-consult, such as signing on, uploading photos, and waiting up to 2 days for the practice to get back in touch by phone.

Many people expressed difficulty at getting through to the practice on the phone. He was asked why the reception was closed from 1pm to 2pm, given that there is now many more administrative staff since the merger. He said that we have lots of part time admin staff and the same number of whole time equivalent admin staff. The 1 hour break allows the admin team to catch up with prescription queries, emails and other general admin work.

AE mentioned plans for a new PPG newsletter and a PPG suggestion box at the practice, so as to let patients know more about our work. She also suggested a guided tour of the premises for patients.

## **9 Any Other Business**

None

## **10 Future Meetings**

AE said that in order to boost attendance, future meeting would alternative between lunchtime and early evening.

July 20<sup>th</sup> at 6.30 pm Tony Kelly from Action Diabetes

October 12<sup>th</sup> at 1PM Lisa Fuller on the Thousand Elders