Minutes of PPG 3rd August 2023 Meeting 14.30 - 16.00 hrs.

Present: Dr Liz Hermaszewska; Mary Perkins; Susan Smee; Stefan

Sieradzki; Colin Berthelsen

Apologies; Mary Egan

1. Proposed monthly talks on health matters to be organised and run by PPG. This is a ‘value add service’ for patients and carers, which hopefully will make the more aware of health issues – it is also a platform for the PPG to try and recruit new members across the spectrum of patients. It was hoped that the first talk might be on the subject of Parkinsons disease on the 20th September [since meeting Parkinsons have informed us that they cannot give their talk until 25th October]. There have also been positive responses from Macmillan Nursing and Prostate Cancer.; Dementia are trying to find a suitable speaker in our area; Northwood @ Home can do any day of the week bar Friday. Whilst targeting Wednesdays and 11.00-13.00 timeframe, whatever time they start their presentation will continue until completed, followed by a Q&A session. Once firm arrangements are in place Dr Liz will invite ‘selected patients’ via text and place notice of event on website – either PPG or Dr Liz to produce printed announcements for display in the surgery. Depending on number of confirmed attendees, presentations could take place in waiting room or 1st floor meeting room (if available).
2. Mountwood progress toward NHS deadline (by year end) to provide telephone, in person at reception and online (Patchs) requests for appointments with an appropriate medical professional has been improved by BT saying that the new telephone system due in last March should arrive mid-September. Hopefully the additional capacity, coupled with the ongoing training of reception staff by doctors will see this option completed by year end. Personal attendance at Mountwood reception during opening hours straight forward, as is Patchs, for those who choose to use the system (which appears to be universally unliked by most patients) especially as Patchs was forced onto many practices including Mountwood and unfortunately has not proved to be fit for purpose for most practices.
3. Dr Liz asked if patients were ever directed toward chemists for

available products to save doctor’s time. Dr Liz did not think it would make significant difference in the number of appointments as most people are already taking this route for minor problems.

1. Dr Liz asked about new website that our Primary Care Network (PCN) is forcing upon its members. Both Stefan & Colin had looked at the prototype available and agreed that visually it looked slightly better, but provided no new functionality than our existing system. The big unknown is how easy is to manipulate own data and will it be possible to add and/or amend functionality as it appears to be bought-in software package.
2. The NHS recently commissioned a survey of every GP practice in England contacting a subset of patients with the same questions for them to score based upon recent experience. The results were broadly similar, insofar as the vast majority of practices were hindered by the Patchs online approach as it meant every morning (Mondays worst having more requests for appointments) doctors had to go through reported symptoms to prioritise the timescale to be seen, rather than seeing the patients – not for the first time the NHS meant well, but in reality, the idea did not work for most patients & practices. Nonetheless, the PPG compared Mountwood results against the six nearest practices and overall finished in the top quartile, however, the results based upon last appointment measuring the doctors and nurses seen, Mountwood were second – one point behind the winner. When Patchs arrived and was trialled, a lot of the perceived benefit was using the artificial intelligence (AI) function, which the partners rejected as they believe that doctors and not computers should make the decisions (for the record a recent report from the USA stated that doctors were four times as likely to make the correct decision over the various available AI systems).
3. Dr Liz supplied copies of other surgery PPG literature and asked if we wanted to change anything that Simon had produced for us. The content included a single page invitation for a patient to join PPG and is required before first talk is held. In addition, some of the samples spoke of a PPG newsletter. – are you happy for us to look at this option? I propose calling a PPG meeting early September to discuss and make decisions ahead of first talk.

Items of correspondence and explanations provided by Dr Liz that CB on behalf of PPG thought should be shared with patients by Mountwood or under PPG banner and left to next meeting.

Next meeting proposed for Thursday 7th September 2023 2.30pm