

Patient Participation Group Meeting
Ariel Healthcare
Minutes of Meeting

Location - St Mary's	Date: 12th September 2024
Staff Present	PPG Members Present
Ben Overd and Julee Moon	David Crozier, Karen Henning, Tracy Richards, John Sanders, Peter Clifton, Sarah Wayland, Richard Wayland, Liz Rosser, Bernard Darvill Virtual - Sandra Brocklehurst, Julie , Richard Bridger, Holly Richards
Apologies - Roy Harkness, Sue Davis, Kate Forsyth, Paul Brice-Bullows, Clare Marshall	

- Minutes Proposed and seconded.
- Matters Discussed

Comment that Pharmacy Direct offers a great service.

PC - Virtual PPG has 40 members. BO awaiting questions for survey so it can be sent out.

PC - Has had contact with local chemists, they offer great advice an can advise on 7 health issues.

LR - mentioned about drug supply issues.

Would be great if a member of the local chemists could attend a PPG meeting so we can be informed about the issues they have. BO to contact them. Once a date is received, PPG members come up with ad hoc questions to ask them and these to be sent out before the meeting so they know what is being discussed.

LR asked for an update regarding Fore Street practice and arrangements to move into Springmead. BO stated that there are structural issues at Fore Street and the front of the building is closed. The ICB and owners of Springmead have agreed for Aerial Health to take over Springmead which will be called Summerfield Road. Before this can happen carpet needs to be removed and

lino laid, work on walls in the newer part of the building to comply with infection control standards. New seating to be bought and the main internet connection to be sorted. Looking at the end of Oct-Nov to move in. Fore Street to close for patients but upstairs to be used for admin. All patients to be notified. New purpose built property still waiting - this is a temporary fix.

JS - Stated that the website is still not adequate and patient access ticks all boxes so the patient gets all drugs not just the ones needed.

JS,RB,SB resigned.

SW stated that people are quick to complain but long to praise.

JM - Finances are not hindering the move to a new premise but finding the correct site are.

JM stated that there are currently 4 members of staff off on long term sickness.

BO The reception team manning the phones don't normally have a break as they want to get through the calls. They get time to debrief if required after an unpleasant call. They have recently had training on how to deal with difficult situations.

BO discusses Clinic- a new tool to assist reception and clinical team. In August all non-urgent appointments were put on a waiting list. August is a time when a few doctors take time off to be with families during the holidays. There are also no non-urgent appointments being booked for September this is to allow for Clinic to be launched.

Staff visited the Frome Practice, the largest in Somerset with 30K plus patients. They use Clinic software which aids the reception team and helps assess needs. It sign posts patients to an assessment tool - AI for more in depth details and helps with diagnosis. There will be a link on the website for patients to access and complete a form. This will involve asking for problems, symptoms, issues, a body map and ask questions. This will be sent directly to the clinical team. They will triage it and assess on need. This is the same as the current form that is complete when you ring for an appointment. The patient will then be contacted with either the offer of a priority face to face appointment, a telephone call, see a pharmacy etc.

The aim is for patients to be able to access the Clinic on a PC that will be available at the sites so patients can get help from staff to complete the form if they require it. If they are unable they can still phone to talk to a receptionist.

Soft launch at the end of August and a link was sent to patients awaiting appointments 300-400 responses and 90% have got appointments for September. The hard launch is on Tuesday 17th September 2024. The online form will be available from 7am-4pm to allow for on the day response. The link will be temporarily suspended if demand is high.

As Frome has been using the Clinic software for a year they have seen a difference and that the max people waiting for a phone call has reduced to 18-20 at a time.

BO is to send a link to PPG members for a demo of Clinic. The changes will be communicated to patients via facebook, newsletter, website etc.

It was asked what happens if a new patient moves into the area - they can go on the website or phone the practice to register.

Flu vaccines taking place on Tuesday and Thursday at the CYP in Chard from the 1st October. Under 65's at risk are being invited to a Saturday clinic on Saturday 5th October - KH and TR to help out 9am - 1pm.

As the PPG are representing the patients a survey for patients to find out about communication is to be put together so that patients attending the flu clinics complete it. It is to introduce the PPG and what we do. This could be online, through a QR code or paper version. Closed questions.

Comment about the recently released league table for Drs practices in Somerset - only 120 people participated out of the 20,000 patients so not a fair representation.

Communication - facebook still seems to be the most effective way to communicate. JC asked how 'big news' was communicated? ~This is through every available outlet, letters, email, texts, facebook and waiting room screens. The next news will be the move to Summerfield and each patient will receive a letter.

There are 1-2K hits a day on facebook for Aerial Health and 8-9K on the website. 16K of the patients have mobile or internet access. The rest of the patients are sent letters.

PC complimented the clinical pharmacy saying they offered a great service - particularly Mr Valagiannopailos. The call back position when waiting for a return phone call is also a great service.

Please can all agenda items be sent to Karen Henning at least a week before the meeting.

The next meeting is Thursday 24th October 2024 at St Mary's Site