

Minutes for the Uni-City Medical Centre Patient Participation Group Meeting

Date: Wednesday 9th August 2023

Time: 12.30-2pm

Venue: Uni-City Medical Centre

Present: BW- Chair, Lucinda Potter (LP), Stephanie Murray (SM), Dapo Alalade (OA), Bernard Klementz (BK), Dawn Ingham (DI), Samantha Savin (SS), Tilly Bartlett (TB), Megan Woods (MW), Cheng Wong (CW), Helen Davies (HD), Lorraine Avery (LA), Amanda Woolridge (AW), 24 patients (names removed due to data protection)

Apologies: 3 patients (names removed due to data protection)

Note Taker: Samantha Savin (minutes read and approved by BW),

Revised and updated on 29.08.2023

Agenda Item	Discussion	Action
1. Introductions	Introductions were made by BW, SM, OA, BK, LP, HD, SS	
2.	Consideration of matters arising from the previous meeting	
	BW explained that the previous meeting held on October 28 th 2020 via zoom was challenging due to IT logistics. Minutes had been taken but were unfortunately lost when the website changed.	
3.	Practice update	
<i>3.1 Practice name</i>	SM explained that the new name came from the GPS and senior staff at the surgery. She said that the staff wanted to retain its roots with the uni, but wanted to make the city aware that they are there for them too and that Surgery was changed to Medical Centre as many foreign students thought surgery meant 'cutting' rather than GP practice.	
<i>3.2 Premises</i>	SM explained that the surgery was previously known as The University Surgery for 21 years and was based at Nuffield Centre. She went on to say, 'In 2016/2017 Senior practice members attended a meeting with the University and was told that the site would be demolished. The Surgery hired Haven Properties to find them a new site. They advised that the best option for patient access was to relocate to the city centre. Covid caused a delay with the new building opening as planned'. SM went on to explain that, "it was an eye opener in moving as the staff are all on different levels now and sometimes only see each other once a week". OA expanded on this by saying, 'Its better than what we had before, there's more space to accommodate staff which helps with the list size and has enabled us to focus on being more of a training practice'. BK explained that 'any new building has its ups and downs; there's lots of dark spaces and extra heaters are needed'.	

	There was a consensus that the location has attracted more patients, however some patients preferred the previous site. It was agreed that for students access to the new building and locations is good.	
3.3 <i>Staffing</i>	There was a consensus from members of the PPG that the staff at the Uni-City Medical Centre are very good. That there is good availability for appointments and that the reception team are doing an amazing job. SM explained that it is a struggle to recruit new GPs and qualified staff and that the surgery is lucky to have the staff it has. SM explained that the practice is part of a PCN with three other surgeries. The PCN funds roles such as Physician Associates, Pharmacists and Respiratory Nurses	
3.4 <i>Catchment</i>	SM explained that the catchment area has changed and this has created new challenges. SM explained that the expectations from patients have changed and that this has an impact on the staff's workload. The practice is now getting more patients from other surgeries as they can offer them more access.	
3.5 <i>Patient numbers</i>	SM explained that patient numbers are currently at 18,000 which is a decrease of 3000 from pre-covid levels, however there should be an influx of registrations in September when the students are back.	
3.6 <i>Enrolment</i>	It was discussed if the group should remain formal or informal. There was a suggestion that if anything needed to be decided then a show of hands could be used.	
3.7 <i>Website</i>	It was agreed that the current website isn't very good; it's not very clear or easy to navigate. SM explained that we are looking at a new website platform. It was explained that the website was changed as a PCN decision but isn't being managed properly by the provider. NC and FB showed interest in helping with the content for the new website.	To involve PPG members in discussion when deciding the content for the new website
3.8 <i>Current issues</i>	SM informed the PPG members that the practice DNA rate is the worst in Portsmouth. The surgery has between 300-400 DNA's monthly. The staff are working hard to come up with ways to reduce this figure. PPG members were saying that it isn't easy to cancel appointments unless they call. LP informed members that they should be able to cancel appointments through the reminded message and through the NHS app. SM explained that, "the practice was in the local paper as the worst practice in Portsmouth and that this was lazy journalism". The consensus from those participating in the meeting was that the surgery was one of the best. LP asked if the PPG members could leave honest reviews and to complete the Friends and Family test where possible.	LP and SS to check reminder messages re cancelations and to look at how other medical centres manage DNA's. PPG members asked to complete Friends and Family test and leave honest review on NHS choices.

	<p>LW explained that it can sometimes be difficult to contact the practice for non-urgent issues and asked what email address can be used for this. LP explained that we cannot offer this facility as patients use email incorrectly and this can lead to staff becoming overwhelmed. There was a discussion about increasing the time that e-consults are available for. DI explained that it takes time to process an e-consult and can leave staff feeling overwhelmed if there is a large amount to process.</p> <p>The senior staff members will investigate this moving forward.</p> <p>LW asked why appointments are no longer available online. LP explained that the was removed due to covid but patients will be able to book some appointments online soon.</p> <p>A patient asked how we can recruit more students. BW informed them that he had contacted the current student welfare officer who couldn't attend this meeting, and that they had tried to entice students to attend in the past with different ways. JU offered to place posters around the uni.</p> <p>LW expressed that at reception there should be a separate area for patients to discuss matters confidentially. DI explained that if patients want to discuss anything in private that they can ask. It was decided that a poster will be created to inform all patients of this.</p>	<p>Senior staff members to address e-consult availability.</p> <p>LP and SS to look at online appointments.</p> <p>SS to create a student PPG poster for JU to place in the uni.</p> <p>SS to create poster.</p>
4.	Future operation of the Patient Participation Group	
<i>4.1 Membership</i>	It was agreed that the PPG meetings should continue to be run as a relatively informal committee so as not to inhibit members' contributions.	
<i>4.2 Frequency of meetings</i>	It was decided that PPG meetings will typically be held three times a year, unless there are any urgent matters that need to be discussed. The scheduling will take account of student term times.	
<i>4.3 Scheduling of meetings</i>	LW asked if a google form could be introduced as a way to add items to the agenda as they arise. SS agreed to look into this.	SS to look into a form for a 'rolling agenda'
<i>4.4 Newsletter</i>	A PPG newsletter will be introduced to keep all patients informed of what is happening in the practice. That will be issued as appropriate but typically three times a year.	BW and SS to compile.
5.	Any other issues raised in advance by members or others and approved by the Chair	
	NA	
6. Any other business	It was suggested that for the group to be more effective it needs to remain focused on its goal, and that the group should be used for practice development.	

	<p>DI informed the PPG members that the reception staff face many challenges. This was backed up by a PPG member who had encountered the types of queries that are brought to the receptionist's attention. LP informed the members that the staff are continuously supported and trained to face these challenges.</p> <p>BW informed the group to let him know if anyone is interested in becoming the new chair of the PPG.</p> <p>A PPG member asked how we support those who are deaf. LP informed them that there is a hearing loop in the medical centre.</p>	
7. Date of next meeting	Next meeting will be scheduled for November 2023	

BW thanked those present for attending.

Meeting adjourned at 1.50pm