

# **DAVENAL HOUSE SURGERY PARTNERSHIP PATIENT PARTICIPATION GROUP MEETING**

## **Thursday 23 November 2023, 4.00pm, Stoke Prior Surgery**

**Present:** Patient Participation Group Members x 3  
Dr Stuart Rodger, Cally Fox Reception Manager  
Lauren Harwood Practice manager

**Apologies':** Patient Participation Group Members x 2  
Gill Jones.

### **1. Welcome & Introductions**

Dr Rodger welcomed everyone to the Patient Participation Group meeting, and we introduced ourselves.

### **2. Minutes of previous meeting – Read. last meeting 24/11/2022.**

### **3. New Staff/Changes**

Dr Claire Maxton new salaried GP. Dr Sadiyah Khan is now a salaried GP. Some GPs work at Stoke Prior not all. Trainees cannot work at Stoke Prior as they need supervision. We now have a Physicians Associate Alice Wilby who helps with clinical appointments she needs supervision. She can see patients assess but cannot prescribe. She will work with the needs of the practice.

Dr Adam Lee has left the Partnership and is now a part time salaried GP. The practice has reallocated his patients but patients can see any doctor.

PPG member wanted clarity with regards to Nurse Practitioners – they can prescribe for some illnesses/conditions. Clinical Pharmacists in the practice can prescribe. Patients need to be informed who they are seeing by reception staff. Reception staff have now had training in the form of healthcare navigation. This informs patients whom their consultation will be with.

Patients can now contact Physiotherapy and self-refer for an initial assessment and can usually be seen very quickly for this.

PPG member mentioned that old fashioned doctors did everything, but times have changed and GP's can't deal with everything.

Ayad Al-Rubayi is a new Clinical Pharmacist with a speciality in Diabetes and he works closely with Dr Lars Grimstvedt who looks after our Diabetic patients.

#### 4. Access

Dr Rodger asked the PPG members if they had had any difficulties with Accessing services. PPG member said she had trouble with the website and others said they had not had invites for Flu/Covid clinics and a few didn't get texts. Lauren will investigate this.

With telephone consultations the Doctor will try calling three times. Sometimes we send texts or will leave a message.

PPG member asked about face to face appointments and telephone calls? Normal clinics have a mixture of telephone consultations, appointments and urgent appointments.

Website information we used to update ourselves with our old site but now we can only do certain things. However, patients can now do a lot more via the website i.e. ask the doctor a question, order a prescription etc. but the aged population may find this difficult or do not have computer access.

We are a Training Practice and have lots of trainees.

PPG member checked herself in at D/H and it said look on the board, she didn't know where to go to look but there is always someone on meet and greet reception desk to ask.

PPG member stated that the telephone system extended phone message by Dr Boeckx is too long and very frustrating.

PPG Member said there is sometimes problems with mobile signals in some areas and home number should be used.

PPG member said can we close our list. We don't do this as we can accept 10.000 patients or lower.

We could struggle if the patient size continues to grow. Potentially we could expand Stoke Prior to cater for new homes in the area

We look after Care homes but we have taken on more staff to look after them.

PPG member covid vac – 3<sup>rd</sup> booster has had a different vaccine each time and had an allergic reaction and she found this frustrating as she couldn't find the information for a specific vaccine. Dr Rodger will discuss with Dr Leach with regards to a specific vaccine as he has had a lot to do with Covid but the vaccines are constantly evolving.

NHS App has changed so patients can see own records, but we have no control with regards to full access. Everyone has access from 31/10/23 records can be seen.

Immunisation and covid vaccinations will be somewhere else.

Complaints must always be written as verbally things can be misinterpreted.

## **5. Any Other Business**

We now have some pre-bookable appointments on allocated Saturdays throughout the year at the BHI Parkside.

There is a Bromsgrove and District Primary Care Network Patient Participation Group and if anyone is interested in being involved/joining the email address is [Bromsgrove.pcn@nhs.net](mailto:Bromsgrove.pcn@nhs.net) please include your contact details and a brief description of why you would like to be part of this group. Many thanks.