Bampton Medical Practice

PPG Meeting 09/01/2024 at 17h00

Minutes

* Present: John Ordish, Jeff Knight, Pauline Evans, Terry Wilson
* Apologies: Robert Chapman
* Minutes of last meeting were approved and signed off.
* John Ordish has been re-elected as Chairman for 2024. TW will continue as Secretary.
* Replacement member after withdrawal of John Brennan

TW will contact the GP’s and nurses for suggestions of registered patients who may be interested in joining the PPG.

* Carterton Notice Board

JK has taken the board and will put it up in Carterton. TW will check notices at Carterton and arrange on the board as required.

* Carterton check-in service

The check-in service at Carterton was discontinued during Covid. TW will contact Burford to see if they have any plans to replace it, and discuss costs involved, as this is no longer subsidised by the ICB.

* Items for the notice board will be discussed each quarterly PPG meeting.
* TW to arrange for doctors and staff to have photos and on/off duty displayed at Carterton (including prescriptions clerk)
* “The Hub” at Windrush is no longer in existence.
* It was suggested that we advise patients in the waiting room, by way of some kind of notice board, if clinicians are running late. TW will look into this.
* Minutes of PPG meetings to be added to the practice web site. TW will email all member who have yet to give their permission.
* A patient submitted an email to JO with suggestions relating to appointment, telephone access etc. TW has fed back with the following:

Booking of urgent appointments:

* + It is normal practice for GP surgeries to open their telephone lines at 08h30. Our receptionists start at 08h00. They spend the first ½ hour of the day picking up on anything urgent that may have come through overnight. This included out-of-hours reports that often need urgent action, picking up emails (30-40 each morning), discharges, sorting GP scripts etc.
  + We used to offer appointments for the following day, however we have found that these book up very quickly leaving less on-the-day appointments for the next day. We also found that some patients were getting called the following day to be told that they were now well and didn’t need the GP. Im sure that you can appreciate that GP appointments are in very high demand, and we cannot afford to use them on patients that don’t need them.
  + The appointments are usually fully booked long before lunch time. We close the lines during lunch hour to give the receptionists time to have a break, as well as catch up with tasks as a) above.
  + It is assumed that if a patient needs an on-the-day appointment with a GP, they are unwell enough to either be at home in bed, or get permission to receive a call from their GP whilst at work.

Booking non-urgent appointments:

* + We do have some appointments that are available to book online (such as blood tests). Unfortunately we cannot open this up to other slots as we have found that patients often book inappropriate slots or slot times (10 mins, 20 mins etc). Patients also have the option of sending through an e-consultation, which can be accessed on our website.

Urgent and Non-urgent Appointments.

* + The receptionist will confirm with the patient what day they can expect a call from a GP. In the case of a nurse’s appointment, a specific time will be allocated when the patient can see the nurse.
  + The GP will try to call the patient at least twice. Failing that the GP will leave a message advising the patient to make another appointment if they need to. I understand that it is not ideal that patients cannot be called at a specific time so that they can ensure that they are near their phones, however the GP’s day is so unpredictable. Often they are required to drop what they are doing to attend to something urgent. It is worth noting that each telephone call varies in length, depending on the problem.

Date for next meeting 9 April 2024 at 16h00