**CLIFTON HOUSE MEDICAL CENTRE (CHMC)**

**PATIENT PARTICIPATION GROUP**

**Minutes of the Meeting held on 28.62024. 10.00 – 12.00 hours**

**Present:** DS - Practice Manager – Chair, HB,JE,TD

**Apologies** None

**Agenda**

Welcome and apologies

Minutes from previous meetings

Update Acclaim PCN

Update Clifton House

Healthwatch

Practice Newsletter

AOB

**1. Introduction/New Members/Apologies.**

No apologies

**2.** **Minutes of the previous meeting**

Due to no formal minutes from last meetings, there are no amendments required. All PPG minutes will be henceforth documented and placed on website.

**3. Acclaim PCN**

* The practice is now part of the Acclaim PCN consisting of the four practices stated on the CHMC website. The Acclaim PCN website is now set up and in the process of being populated. It can be accessed from the CHMC website. The PPG met with a member of the PCN team, Paramedic Rhys, who discussed what his role entailed and how it benefited patient care and helped to reduce pressure on the practice by releasing the clinicians’ time.
* The PCN consist of four practices based in East and West Hull, Clifton House Medical Centre, The Avenues, Campus Health, and Marfleet Group Practice. The PPG discussed that the patients to be seen in a timely manner may be asked to attend at one of the four PCN buildings. It would be beneficial to inform patients on the website that they would not always be seen at CHMC but may be asked to go to another site.

4.  **CHMC**

* The CHMC list has been closed from June 2023 and will re-open as from 1.7.2024.
* The practice is in the process of recruiting a salaried GP with the aim of joining the practice in the next few months. The practice is continuing to advertise for an Advanced Nurse Prescriber. The PPG agreed that both would be beneficial as clinician time is paramount.
* The PPG requested The PM audits the amount of DNA appointments both for Clinician and Nursing appointments to review at the next PPG.

5. **Health watch**

* Healthwatch attended the practice to gain patient feedback regarding CHMC and the following was

Friday 14th June 2024

Positive patient feedback/experience:

* Patient informed us he had been with the practice since childhood and whilst the practice and NHS services have changed dramatically during his time as a patient, he is happy with the service he currently receives from Clifton House. The patient referred to receiving appointments promptly and also informed us of the efficient appointment he had that day with a nurse.
* Clifton House patient informed us that calls to the practice were answered “quite quickly”.
* Patient was satisfied with the service they had received that day whilst attending the practice, describing the reception staff as “polite”.

Mixed patient feedback/experience:

* Patient informed us that they often have to explain to care navigators why they are calling for an appointment (sometimes includes symptoms), however patient told us they understood that this can be necessary to provide the patient with the most appropriate help/advice or appointment.
* Patient told us that they seem to always be given an appointment with a nurse and not with a doctor, but satisfied to still be seen.

Negative patient feedback/experience:

* One patient informed us that the phone lines are always busy when calling for an appointment.
* Patient informed us that they had repeatedly had to attend the practice for a reoccurring issue and felt the doctor had not listened to them when making a diagnosis.

Patient observations about the practice/waiting room environment:

* Quiet background music from the radio was acknowledged as positive.
* Patient described the waiting room as quiet and empty, emphasising the comment as a positive.

We thank all the patients who attended for an appointment on the day for agreeing to take part.

The practice now has a call back service for calls taken between 8am and 11am, which is the busiest time for appointment request. To be aware we cannot call back any blocked numbers.

Family and friend’s questionnaire sent by text message. It was discussed that there is no entry for exceeds expectations which would be a positive for the practice to receive.

**6. Practice newsletter**

* The Practice spring newsletter has been placed onto the CHMC website. A seasonal issue covering spring, summer autumn and winter will be issued ongoing. The PPG will, be involved in future content of the newsletter and once agreed will be placed on the website. The spring 2024 newsletter contents were discussed with the following actions.
* NHS app to be promoted in the practice members of the PPG will be in attendance to aid promotion.
* Social Prescriber self-referring pathways to be identified on the CHMC website.
* Agreed Long Term Conditions reviews patients to continue to be contacted on their birthday month.