

Present: NJ, AT, CG, SG, CO, SM

Apologise: JH, MP

1. Recruitment/Staff – NJ informed the group that 2 receptionists and a nurse have recently resigned from the surgery but that all 3 have been replaced, with the new staff likely to be in situ by the end of April. From 1st March, Dr Kachwala-Bharmal also joins us as a salaried GP having now completed her training.
2. Face Masks & Isolation – NJ reminded the group that as a Healthcare Setting, the surgery remains an area where facemasks have to be worn. CG suggested that the posters/signage be checked and perhaps updated with a current date to encourage engagement with patients. NJ explained that staff wear masks according to internal protocols i.e. in communal areas and when in close proximity with patients for 15 minutes, and therefore patients may sometime speak to a receptionist who doesn't have a mask on. The management team can be clear on the health and testing status of staff but not of patients, hence the importance of facemasks when people come into the surgery. It is also the case that staff remain subject to PCR testing and isolation in the event of contact with a COVID case which can have adverse effects on availability of appointments etc. Therefore, we ask that patients cooperate as much as possible to protect not only other patients but the staff.
3. Cancer Screening – NJ explained that as part on ongoing promotion of cancer screening, there may be an approach that sees women asked to help encourage the men in their lives to take up the offer of cancer screening, as the working age man tends to be the least likely to take up a screening offer. NJ asked the group to feedback if they feel they have any ideas of groups of people that might need support to access screening and /or ideas of how to improve promotion.
4. Patient Survey – Furnace Green Surgery has been taking part in a research project looking at the “climate” in Primary Care. So far this has been targeted at staff but is about to be extended to patients. Patients should expect a text with a link to a survey to be sent shortly.
5. Access to appointments – JH asked NJ to raise the issue of access to appointments. As previously stated, Dr Kachwala joins us in March, which will support access to appointments. SM raised the issue of online availability of appointments including the lack of face to face appointments that are available to book online. NJ explained that enabling face to face appointments to be booked online reduces the opportunity for the reception team to appropriately signpost patients and this can waste the time of the patient and the clinician. She agreed to discuss with the Partners, and to reconsider the appointments available to book online.
6. Telephone identification – SM asked why the surgery telephone number continues to appear as unknown number – NJ reminded the group about the confidentiality issues. SG pointed out that other services, such as physio, do announce themselves in calls and texts. NJ said that there is an ongoing piece of work to reconsider the telephone system, and she would investigate whether unblocking the number could be done with the new system.
7. LIVI - CG explained that he has recently used the LIVI system and asked if these clinicians can view medical record. NJ explained that they can but that the notes from their consultation are not entered in the system, rather they are attached as a document.
8. Blood tests information on “apps” – CG raised the issue that blood test information does not appear on the various apps that can be used. SM confirmed that this includes the NHS App. NJ said that this is not something she is able to influence from Furnace Green as requires the integration and collaboration of all areas of the NHS.
9. Website – CG explained that the website is not mobile device friendly, not least of all because documents are saved to it as WORD not PDF. SG has done some comparisons to other surgery websites and Bridge and Poundhill are more user friendly. NJ told the group that the website has in the region of 7000 hits each month – AT suggested google analytics

be used to identify how many of those “hits” are genuine. NJ will look at other surgery websites and discuss mobile device friendliness with mysurgerywebsite.com who provide the platform. She will also arrange for docs to be updated to PDF's. The PPG as a whole thought the idea of a monthly health promotion via the website was a good idea – NJ to look into logistics of this.

10. NJ asked for suggestions for a newsletter.

Date of next meeting: TBA