

Brooklands surgery PPG Minutes virtual Teams meeting 9th December 2021

Attendee's

Dawna Goodman	Assistant Practice Manager
Alison Demetrius	Regional Manager Operose Health
Maja Asif	Patient Representative
Nerida Rooney	Patient Representative
Shirley Flood	Patient Representative
Daria Urban	Patient Representative

Non-Attendance Tracy (Healthwatch)

Apologies

Lead GP	Awaiting Appointment
Amer Agha	Regional Manager Operose Health
Omar Din	MD, Operose Health
Sophie Moran	Patient Representative

Welcome:

Review minutes from last meeting:

Lead GP: Dr Kader – Will join the next PPG and provide an update on his speciality, he's also a trainer which will support Brooklands in becoming a training centre moving forward. Will allow us to attract final year students which means more Dr's for Brooklands. **Action: Alison to pick up with Omar to try and get a date for Dr Kader to join.**

Telephone system: New phone systems is working really well, the team really enjoy using the new system and wait time max is 25 minutes at peak time. Every single day since this has been implemented we still have appointments available. This is a combination of phone, new appointments being available and new GPs joining.

Recruitment Update: Taken on another 3 admin staff, more interviews this week – enough staff potentially for morning sessions. New shifts available now to allow for overflows of both morning and afternoon sessions.

Appointments: Regular remote GP are joining sessions to call patients – Alison is monitoring the concerns of patients that they are missing appointments/not receiving the calls and then review how we can come up with a solution for this. To review in the next session. 8am -12am, 12pm-4pm, 4-8pm sessions for phone calls.

SystemOnline: Action Outstanding: Amer exploration for appointments available for people who need regular appointments for controlled substances and or regular prescription reviews

Dr IQ: 2000 Patients now signed up to the app. Regular prescription reviews will be available on Dr IQ. Pharmacist can do full prescription review on this. Prescription Email address is still in use and should people want to continue to use this they can. Comms team to update this on the website to support patients. Appointments not available to be booked on DR IQ at the moment – in constant

review. Guidance will be to not use Dr IQ for Children at the moment – continue to use Systemonline.

Data Pack: PPG really enjoy these, to continue please. Great to see the evidence of the improvements being made.

Appointments: Average of over 300 appointments available per day (Mon-Friday) numbers are significantly reduced on the weekend. Video Links are available and we have had positive reviews about this. It will be a process to gain the trust from patients due to previous experience but time should help. **Action:** Scheduled Tasks to be reviewed

Social Media: Brooklands Surgery to explore getting social media reps from the business to support the community. – Not at the moment, lets review when more staff are in place and DR IQ is more established.

Actions:

- **Outstanding:** Amer to explore regular appointments for controlled substance/medication reviews to be available via systemonline for those that need it.
- **Outstanding:** Amer to pick up with the marketing team around powerBI option for data pack so it's live.
- Amer to provide Data pack ahead of PPG in January
- Alison to provide an update to PPG on Dr Kader joining date
- Alison/Dawna to update the PPG when we offer a new Practice Manager.
- Nerida: 200 appointments already booked for this Saturday for flu jab – call the surgery or message on DR IQ to secure your place. (eligible patients with underlying health conditions, over 65, pregnant or anyone that normally has a flu vaccine every year)

Next Meeting: 5th March 2022 – 5pm VIRTUAL