

TIPTREE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP MINUTES

Location : Tiptree Medical Centre
Date : 05/06/2024
Time : 12.30pm
Chair : Annette Bloomfield

Attendees:

Group Members: Christine Pleasance, Carol Wastell, Margaret Chambers, Carol Backhouse, Valerie Lock, Kenneth Stevenson, Roy Treloar, Karen Dalby, Michelle Olley, Janet Brazier, Christopher Brazier.

Surgery Representatives: Annette Bloomfield, Jason Crouch, Michaela Bowers and Jessica Avery,

Welcome and Apologies:

Apologies were received from Dr Mark Roberts, Vivienne Talbot, Kim Highfield, Mike Bonner, Caroline Strange and Derry Godden.

Introductions:

Formal introductions were made and the meeting welcomed Jason Crouch, newly appointed deputy practice manager.

Approval of the minutes at the previous meeting:

Previous meeting was an introduction meeting with new practice manager Annette and therefore no minutes were taken.

Items for discussion:

Care coordinators: Jessica and Michaela were introduced to the group. The care coordinator role and how this will support patients was discussed together with health campaigns that the team were currently working on. The team discussed how this role will benefit the surgery and Michaela and Jessica advised the meeting of their ideas going forward.

Total Triage:

The meeting were advised of the new total triage system and a brief schedule of what this may entail was discussed. The group were assured that the telephone system will remain open for the elderly and any patient that isn't IT literate. The reception team will be on hand to assist. Planned open education sessions with Michaela and Jessica were also discussed to assist patients with the new technology. Final funding arrangements were still under discussion, but the practice would be moving ahead with the new system once confirmation was received. Offer was made for the PPG to help patient's that are struggling with the new system and to encourage the positive change. This was welcomed. Please see discussion points below:

Will it help with the resources problem?

It's a step in the right direction. Everything will be triaged by a clinician. The pressure will be taken away from the reception team. Many operational matters have still to be decided.

How are we going to inform patients of this change?

Sending out text messages, social media, promotions, local newspaper, parish magazines etc. As many ways as possible.

Will there be less telephone appointments and more face to face? There's a duplication of an appointment in some cases.

Total triage will encourage face to face appointments where necessary. It was unanimously agreed that patients prefer face to face interaction with the healthcare professional.

Group chair and Secretary Ballot:

Formalisation of the group was discussed and the group were advised that a Chair and Secretary would need to be voted by the members. As no members had come forward for these roles, Annette agreed to continue with the current set-up and revisit next meeting.

Sign up forms:

Forms were completed by the group and counter-signed copies would be sent to each member once finalised.

Telephone system, Janet brazier: Patients are still finding issues with being cut off. This appears to be when they hear the receptionist pick up the telephone. Annette requested that patients email tiptreemicalcentre@nhs.net email with the time and date of the call so we check the call dashboard to ascertain the reason. Emails to be put for the attention of Annette (Practice manager) and Jason (Assistant Practice manager).

St Helena Hospice Fundraising:

St Helena Hospice will be recommencing their presence in the Practice in the near future.

Activities/Wellbeing walks etc, Roy Treloar: It was suggested that the surgery could be more involved with the community such as organising coffee mornings for lonely patients. Tiptree community Hub on Station Road in the village provides a lot of support for the community. Annette confirmed that contact would be made to see how the surgery and the community hub could work together to support our patient cohort.

Any Other Business:

Positive comment from Janet Brazier: Janet felt that the surgery has been fantastic and been very supportive to her and her family. Janet would like to pass on her thanks to everyone at the surgery and the Clinical team.

Upstairs Clinic Room: Some patients that are booked in with a clinician in the surgery upstairs clinic room were reported to struggle with the stairs. It was confirmed that the surgery will always try to accommodate patients who are unable to climb the stairs by the clinician seeing the patient in a downstairs room (if room available). Patients should try where possible to request a downstairs room at the point of booking.

Date of Next Meeting: Monday 9th September 2024 at 12:30pm