

## Minutes of Meeting of PPG Solent View Medical Practice held at 4pm on Wednesday 5th October 2022

### Persons present:

Solent View Medical Practice - Dr. Martin Asbridge, Bev Glass, Karen Wyatt  
PPG Members - Alison Roast, Irene Myers, Lynn Miller and David Hanna.

Apologies: Vaughan Bidwell (Chairman), Gill Hartwell (Secretary).

Vaughan Bidwell had asked David Hanna to Chair the meeting in his absence.

### Agenda

#### 1. Resignations and Appointment of Deputy Chair:

No resignations were known or put forward. DH stated that in the absence of VB that he was happy to Chair this meeting and others in the absence of the designated Chair VB. This was agreed. AR suggested that the PPG required more structure and agreed to discuss this matter with VB.

#### 2. Difficulty in obtaining appointments.

LM stated that this was a continuing issue and there remained significant problems obtaining one. DH stated that from his personal perspective he had managed to achieve an appointment without too much difficulty. AR stated that she found it easier to obtain an appointment by telephone rather than via 'E Consult'. There was general agreement from PPG members that 'E Consult' was not a satisfactory means of getting an appointment and the system was disadvantageous to elderly patients that were not 'tech savvy' or didn't have the means to book in this way. There was also a discussion on the current 'Triage' system where staff answering a patients call would elicit details and refer to Triage to prioritise a call back and where appropriate offer an appointment. DH stated that he was once unusually told by a Receptionist to expect a call in the next seven days! He made the point that surely it was the role of Triage to assess the information gained from the initial call and call back that day to expertly assess the priority and the need or otherwise of a face to face appointment even if it had to be delayed subject to availability.

Bev G added that Patients can also come into the Practice, where the receptionist will take details. Ongoing problems are usually dealt with within two weeks (this can sometimes be slightly longer due to sickness and annual leave). The urgent care team will review any patients who are needing to be treated the same day and either make contact with the patient or signpost them to a relevant specialist clinician. LM was reassured that demanding patients are treated the same as the quieter patients.

Patient numbers are still expanding and thus the Practice is under constant pressure. Dr. A stated that the demands upon the Practice sometimes make it very difficult to see a patient urgently.

Bev G advised that as at September 2022 , 1738 appointments had been offered in the past 12 months compared with 1436 in the year leading up to September 2021.

### 3. Telephone difficulties and long delays:

There was a general feeling by those present that it does take a significantly long time to get through to the practice on the telephone. Bev G stated that there are five staff members allocated to take incoming calls. She added that it was accepted that the situation was frustrating for patients not knowing how long they will be holding on and it is acknowledged that on some occasions that they were cut off when they got to positions 2 or 1 in the queue! Given these difficulties which were difficult to resolve, a new improved telephone system is being introduced and patients will automatically be advised their position in the queue.

### 4. Staffing. Current recruitment and vacancies:

There are currently seven Doctors. Dr. Clarke and Dr. Farrington as Partners of the Practice. Dr Asbridge and Dr. Buchanan as salaried GP's and three Locums, Dr Loxley, Dr. Morgan and Dr Bohmer There is also a qualified trainee GP Dr. Uddin. Additionally there is an Urgent Care and Nursing Team comprises of 1 x Physician Associate, 3 x Paramedics, 4 x Advanced Nurse Practitioners, 2 x Health Care Support Workers, 2 x Nurses, 1 x Phlebotomist, 1 x Pharmacist. One member is currently away on maternity leave.

### 5. Break Times Staffing:

During the lunch break there are always two Reception Staff available. One will always be in attendance at Reception, the other may at times be committed e.g. on the telephone or other duties.

### 6. Continuity of Consultations:

Some members felt that continuity of treatment, particularly with the same GP was not easy to achieve. Dr A stated that every patient seen has details recorded on the system thus any other Dr. has access to decisions and treatment offered thus ensuring continuity. He stated that he personally tries wherever practical to book the patient in for further appointments at the time of seeing them. DH stated that this had been his personal experience from another Dr. at the Practice for an ongoing issue and found it very reassuring.

### 7. Feedback from Care Quality Commission:

The overall rating from the Care Quality Commission review in December 2021 (and published on 7th February 2022) was 'Good'. The Report can be found on the Practice website.

8. Any other business:

It was discussed that given the current restricted attendance of four members only of the PPG that other listed members should be copied the minutes of the meeting. It was also suggested that the minutes could be published on the Practice website. This would ensure that all Patients become aware of the issues raised by their representatives and encourage further support and possibly new members.

BG will update the PPG members list and make contact with patients to see if they still wish to be a member.

9. Date of next meeting to be programmed by the Practice in due course.