



RECTORY MEADOW PATIENTS GROUP

MINUTES – General Meeting -15 August 2024 at 14.00

Committee Members - *Chris Purves, Liz Davidson, Drene da Silva, Graham Cook, Tony Burckhardt, Simon Walker, Peter Mcloughlin, Mike Hender, Ron Newall, Mike Wort, George Allison, Ann Lawrence and Gordon Barratt*

Apologies for absence 6 - Names recorded

Attendees – 25

Minutes of the General Meeting held 17 May 2024 - approved unanimously

Patients Group Committee – Lynda Hampson and Helen Woods appointed to the committee

Your Patients Group now has over 1000 members. We still welcome new committee members – especially those with a degree of technical knowledge – to ensure that we can continue to support the Practice and provide immediate updates to members on the rapidly evolving changes in the NHS.

Slides. These are attached in the usual manner. They contain a significant amount of important information. **Please download and read them.**

Surgery Update – Practice Manager Debbie Ratu provided a comprehensive report on activities since last meeting. Slides 4-10

Klinik

Debbie provided an in-depth response to a wide range of questions.

New system working well.

Appointments are based on medical need and triaged by a clinician

In the recent survey 66% rated it good or excellent.

Confident that once most patients have used it will do so again

- Calls reducing from 1900 per week to around 1200
- Still working through some tweaks and changes
- GPs feel their clinics are more appropriate
- GPs prefer requests that come direct from patients / carers
- Most patients called back on the day and booked timely appt with clinician of choice or appropriate clinician
- Some patients still quite resistant
- 4 complaints via email - responded to with rationale for change
- Appointments are based on need and triaged by a clinician
- Some patients not picking up calls / texts after they request
- Staff feel supported – clinical need is not their responsibility

PCN. See slides

Survey

Initial top line results

- 235 responses – 78% PPG members
- Bias towards older patients compared to 2023
- NHS still most popular App
- Of 75 people using Klinik split approx. 48% rated good
- 42 comments on Klinik – mostly negative from elderly
- Satisfaction on quality of appointments continues good
- Few comments from people having trouble adjusting to a new GP or unable to see chosen GP

Health Awareness. Important date for your diary. *Vertigo, Dizziness and Balance.*
Thursday, 5 September 2024. Time 18.00. Venue – Barn Meadow Community Hall.

Next General Meeting - Friday 22 November 2024

Meeting closed at 15.20