Patient Participation Group meeting 8th Feb 2024 4pm

Discussion notes for Patient Participation Group meeting on 8th Feb 2024. The Practice has undergone significant changes and adaptations, especially in response to the challenges posed by the pandemic. Summary of the key points discussed:

1. **Pandemic Reflection:**
   * Acknowledgment of the unprecedented challenges faced during the world pandemic.
2. **Changes in Staffing and Services:**
   * Notable changes in the type and number of staff, including the addition of new GPs, Practice Nurse, HCA, Physician Associate, First contact Physio, and Clinical Pharmacist.
   * Extended Access clinics now held at Longford Primary Care Centre, offering a variety of clinician appointments.
   * Implementation of Pharmacy First, a new service provided by community pharmacists.
3. **Surgery Infrastructure Changes:**
   * Expansion and transformation of the practice space due to an increase in clinical staff.
   * Utilisation of a cloud-based telephone system with call queuing.
   * Changes in the appointment system to manage the 8 am rush and offer appointments based on need.
4. **Patient Appointment System:**
   * Triage system for calls, offering 'on the day' appointments based on need.
   * Pre-bookable appointment times varying from 4-10 days.
   * Over 50% of appointments are face-to-face, with a preference for telephone consultations among a lot of patients.
5. **Community Growth:**
   * Increase in new patient registrations due to housing developments in the area.
   * Changing demographic with an influx of new families.
6. **Capacity Concerns:**
   * Acknowledgment that the surgery is reaching full capacity.
   * Anticipation of the need for future expansion to accommodate the growing demand for various clinical services.

These notes provide a comprehensive overview of the current state of the practice and highlight the need for ongoing adaptation to meet the healthcare needs of the growing community. The Patient Participation Group's involvement and contributions are appreciated in shaping the future plans for the practice. We thank all the members for attending.

Shilpa

Practice Manager

Stoke Aldermoor Medical Centre

8.2.24