

PPG Meeting
April 21st 2021
Alwoodley Medical Centre (AMC)

Present (Patients): Dr Stewart Manning (SM), Richard Killington (RK), Shelley Ross (SR)

Present (Practice): Dr Raj Sathiyaseelan (Dr RS)

Compiled by: SR

Item	Notes	Action
1	<p>Telephone System</p> <p>The practice has been receiving at times up to 2000-3000 calls per day (up from 700-800) from both patients and non-patients with a large number of these calls asking about the Covid vaccine. This has resulted in patients waiting longer to have their call answered and has blocked the phone lines. The transfer of patients from The Avenue has resulted in an increase in call numbers but Dr RS advised that this was both expected and manageable. The general increase in demand has been significant (approx. increase of 20%) when compared to pre-Covid times.</p> <p>Following the installation of the new telephone system, there had been some technical issues that again created problems with waiting times. Dr RS is hopeful these have now been resolved. Dr SM asked if it would be possible to advise callers of the wait time in minutes as well as being advised of their position in the queue. Dr RS said he was not sure if this was likely to be helpful.</p>	
2	<p>The Avenue Surgery</p> <p>Approximately 3,000 patients from The Avenue practice are now patients at AMC. There had been no issues and the changeover of prescriptions had gone smoothly. Both computer systems will be merged from April 23rd. Most feedback has been positive. All the regular staff from The Avenue now work at AMC and doctors have been recruited to replace the doctors from The Avenue that have not come to AMC. Dr RS advised that AMC has one of the lowest GP to patient ratios approx 1 GP to every 1650 patients (the national average is 1:2000 approx).</p>	
3	<p>Appointments</p> <p>Dr RS advised that the practice is still triaging patients by phone or via the online consultation process. There is a limit on the number of patients that can be spoken to each day. However, if a patient calls and the limit has been reached, their contact details will be taken and they will be put on the list for the next available day. Patients should not be asked to call the next day. SR advised that not all the operators did this – she had experienced two occasions</p>	

	when she had been asked to call back. Dr RS suggested this was perhaps due to new members of the team not being aware. SR requested that all operators were advised of the correct procedure.	
4	<p>Social Media</p> <p>SR praised Dr Sutcliffe's posts about the vaccine rollout on the Alwoodley Residents Group on Facebook and Dr RS's responses to questions raised about The Avenue merger in the same group. However, she expressed concern that not all posts were responded to and suggested the practice should either fully commit to social media or not. Dr RS said they would only respond to something when they could add useful information. He added that if something major was brought up, both he and Dr Sutcliffe would liaise. SR was satisfied with his response.</p> <p>RK said he had joined the Alwoodley Residents Group FB page even though he did not live in the area in order to find out updates about the practice and the vaccine. He too agreed that Dr Sutcliffe's posts were excellent but was concerned that the practice had approximately 20,000 patients yet the majority of these were not part of this group and did not see these updates. He suggested that perhaps all patients should be made aware of this group particularly as there was information about the vaccination. Dr RS said that much of the information could be found on either the AMC or CCG websites.</p>	
5	<p>Chronic Disease Reviews</p> <p>Dr RS advised that these reviews (diabetes, asthma, blood pressure etc) started on April 1st and patients were being contacted in birth month order.</p>	
6	<p>Date of next meeting</p> <p>It is hoped that there will be a face-to-face PPG meeting in June; attendees will be limited.</p>	