
PRG MEETING MINUTES

Date: Wednesday 21st January

Present: Robert Kelso, Lin Sanders, Sue Theobald, Margaret Dove, Kevin Adcott, Roger Watts, Simon Redman, Sarah Bickley, Susie Wheaton, Ed Matthews, Whitney Cullen

Apologies: Avril, Di, John, Sue, Sylvia (resigned) & Jo

Previous minutes:

- The practice leaflet has been circulated, this is not the final draft and will be colour when shared with patients.
- Considering a black & yellow copy for those patients with visual impairment.
- We are trying to move away from printing paper to be greener, but to support patients needing reasonable adjustments we will provide paper copies of the leaflet.
- New patients to the practice always receive a copy, whether it's sent electronically or in paper form.
- Once the leaflet is finalised, it will be reviewed and approved by the Practice Management Team.

Triage Figures:

- In November & December we received an average of 9606 forms.
- 6151 received via the website, 1511 via the NHS App and 1944 via the telephone or front desk.
- We now have just over 19500 patients registered at the practice.
- Our website is run by a separate provider to our clinical system. When our clinical system is down, it means the server is down. However, our online forms can be accessed remotely, as this is separate. This means we can still function and inform patients if there is going to be a delay.
- The server is run and looked after by DELT – an IT provider organised through the NHS.
- This winter/Christmas we had the best appointment availability we have ever had, and we had plenty of appointments to book into in January as well.
- As a practice, we work closely with Accurx – the provider of our online forms. We are very far ahead compared to other surgeries with this.
- Roger asked about the Health Centre Hub, this is unrelated to the practice, mainly used by secondary care services for things such as sexual health, wellness and leg ulcer clinic.
- There is a lot of government conversation about neighbourhood working, but there is a lot of governance that must be approved before this can start working.
- The national average wait for a GP appointment is 19 days, our average is about 10.
- Since using online forms, we gain better, clearer information from patients about their problems which helps to make sure they get the right appointments right away. It is easier to gain more information if needed now, than it was before too.
- Some confusion around the word 'triage', we need to explore this to give patients a better education on what we mean by the term. **Lin and Margaret will work together to create some information to add to the patient newsletter about this.**

- We do review all patient feedback that comes in from our social media.

Desri's retirement:

- Desri has worked at Brannams for 35 years and has been lead nurse for many of those years. Des reduced her hours last year once Teresa took over as lead nurse.
- This will be a huge loss to the practice, Desri is very well thought of.
- The PRG group would like to send a huge thanks and appreciation to Des. **Sarah will pass on.**

Reasonable Adjustment Digital Flag:

- A reasonable adjustment digital flag is typically used to signal that a person may need additional support, alternative communication methods, or modified processes to access services fairly.
- A wide range of conditions or situations could justify such a flag as Autism, learning disabilities, anxiety disorders, ptsd, hearing loss or impairment, speech or language difficulties, mobility impairments, conditions such as Parkinson's, epilepsy, visual impairments etc.
- Types of adjustments the flag might support include: extra time for appointments or forms, alternative communication formats (easy read, large print, phone instead of digital), flexible scheduling reminders and use of ground floor/large rooms.
- Reasonable Adjustments is an NHS initiative, they would like to introduce a colour flag to add to patient records if they need a reasonable adjustment. This would pop up on the patient record when accessed by staff.
- Patients would need to consent to having it added to their record, if eligible.
- Currently the national system does not work with our clinical system, so there is a delay in this happening – now postponed to September 2026 when the NHS believe this will be resolved and ready to use.
- The hospitals have started to use a 'Hospital Passport' which does use some features of reasonable adjustments.
- We have currently got 150 patients on our reasonable adjustment list, we are ahead compared to others as we have been working on this for about 2 years, but we expect this to increase once the systems start to work together.
- It is generally thought that about 5% of our patients will need this.
- We have added a reasonable adjustment question to our registration forms, so any new patients can disclose this to us on registration.
- We must have a criterion as to what classes as needing a reasonable adjustment to make it a manageable service to offer.

Renovations:

- The PCN submitted estate needs request a couple years ago, to say the practice needed funding for more space to support patients.
- We had a call only 6 months ago to say we could get some funding due to underspending.
- Although we were highlighted in July, the agreement was only approved on December 8th, 2025.
- The agreed start date was Monday 19th January.
- Phase 1 includes changing waiting room B into a new GP room for Dr Smit and Dr Bond, this will be complete in April. The Kiln Room (where we have the PRG meetings) will be used for only meetings, we currently use half the room for our Triage Hub. The Triage Hub will move to Dr Smit & Bond's old room.

- This means the Hub, along with our paramedics and 'on the day' team will all work from the same area of the building which will be much more efficient.
- The treatment room is being completely refurbished. Initially, a section of it will be partitioned off, so only some rooms will be in use. The renovations will mean we have more clinical storage space and new improved and efficient consulting rooms.
- The current reception will be split into 2, half will still be used as a reception, the other half will be a waiting room. We will have a new front desk pod.
- Waiting room, A will be smaller as we will have 2 new consulting room here.
- The work should be completed by mid-April.
- Some concerns around privacy as the reception will be closer to the waiting rooms, however this should not be an issue as we have private rooms if a conversation is highly confidential, but also due to the minimal answering of the phones, the entire area should be a lot quieter.
- Becky, Reception Manager has been working very hard to organise rooms for staff to work in, as there will be times when we have less rooms available due to the work and for 3 weeks the entire Treatment Room will not be in use.
- The current building works are very well signposted for patients.

Green Impact:

- We would like a volunteer from the PRG to join our green impact/sustainability PCN group. Simon kindly volunteered and Adrienne will send him more information.

Patient Behaviour Subgroup:

- We will start up this group soon. Kevin is wanting the next project.
- Becky Prosser will lead this once she is back from annual leave.

NEXT MEETING: WEDNESDAY 25TH MARCH
