

# TWO RIVERS MEDICAL CENTRE, IPSWICH

## PATIENT PARTICIPATION GROUP (PPG)

Minutes of the meeting held on Monday 4<sup>th</sup> September 2023 at  
TRMC AT 18:00

**Present:**

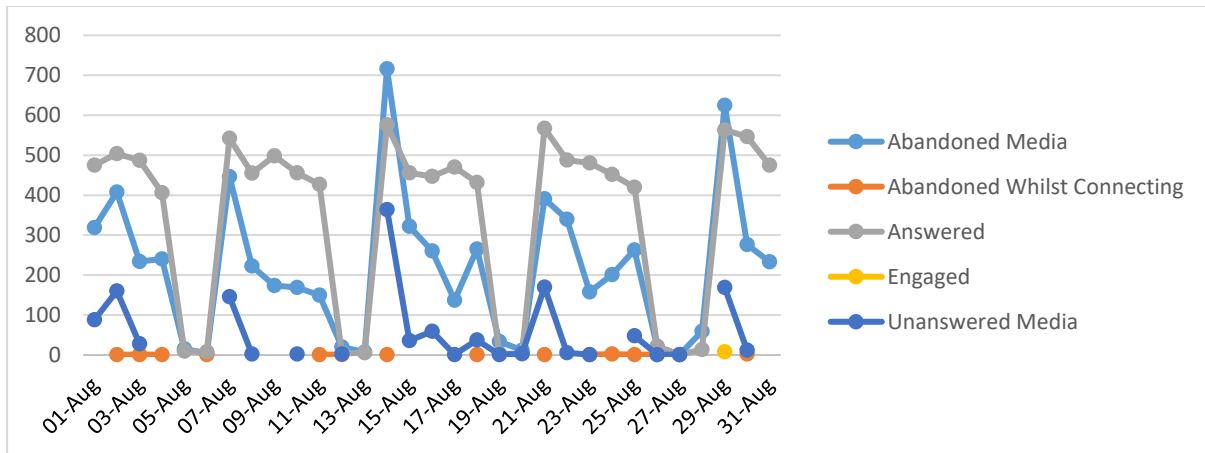
Mike Holbrook	Mike Burrell	Matthew Girt
Michelle Moore	Sally Gardiner	Sue Ward
Dr Jonathan Knight	Debbie Lambe	Natalie Whiting

**Apologies:**

Jenny Pickering	Claire Woodbridge	Phil Barber
Jane Coates		

### PRACTICE REPORT

**Incoming Telephone Calls**



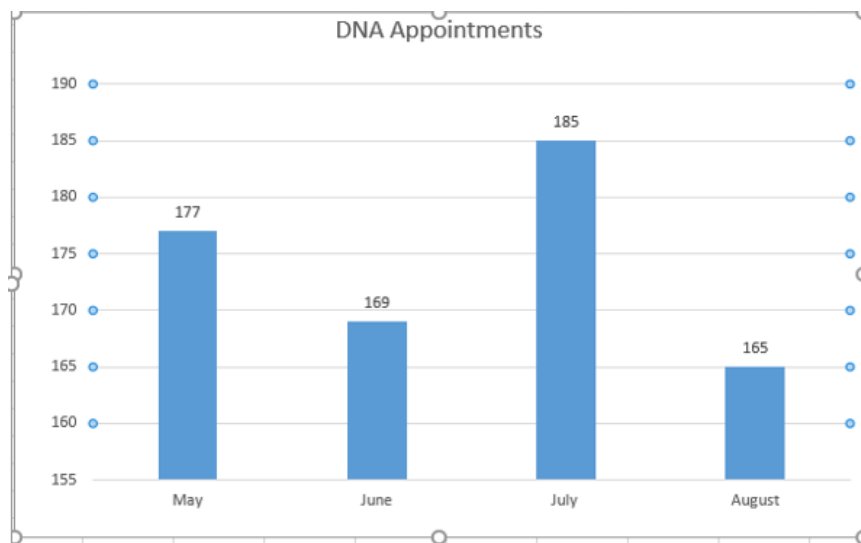
The reception team are short by 44 hours and have been since June, this has resulted in a slight increase of abandoned and overflow calls. We are in the process of recruiting with the hope that we can reduce the number of abandoned calls and enhance overall patient experience.

**Discussion in the meeting:**

- Can the queue number not be reinstated? This would help patients have a rough idea how long the wait time is?

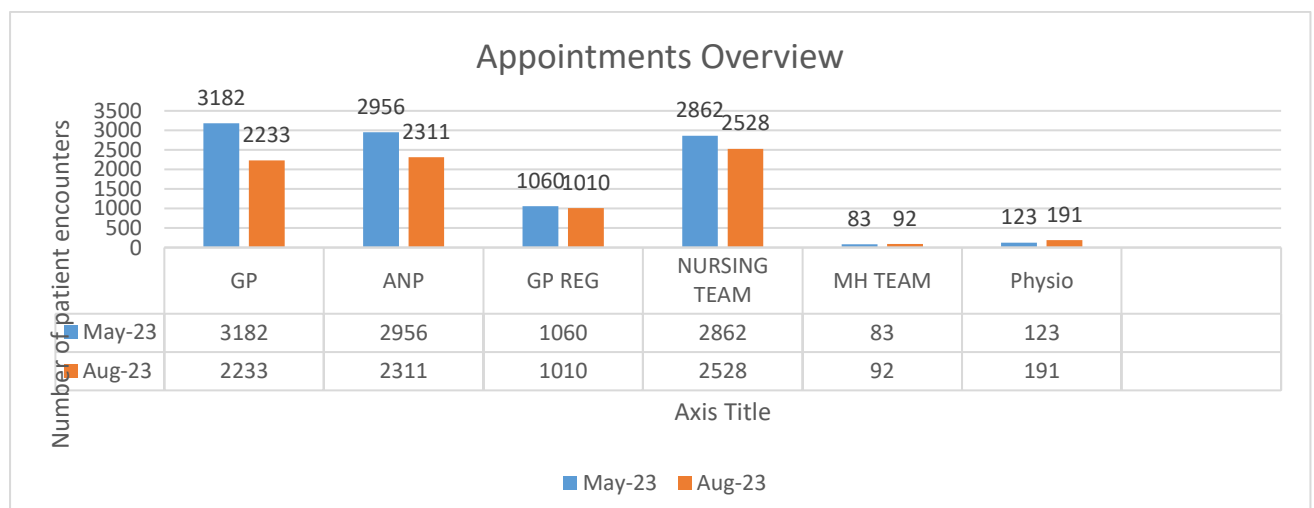
We understand that managing our call queue effectively is crucial and we are currently looking at systems that will help manage this. One system that we are exploring is a Triage system that will come equipped with tools and features that will help us streamline the queue, reducing wait times, and ensuring calls are prioritized based on urgency and clinical need. This system should also benefit our Team by providing a more efficient workflow. It will assist the staff in assisting patient needs more accurately and allocating resources appropriately. We will look at the possibility of reinstated the call queue.

### Patients who Did Not Attend

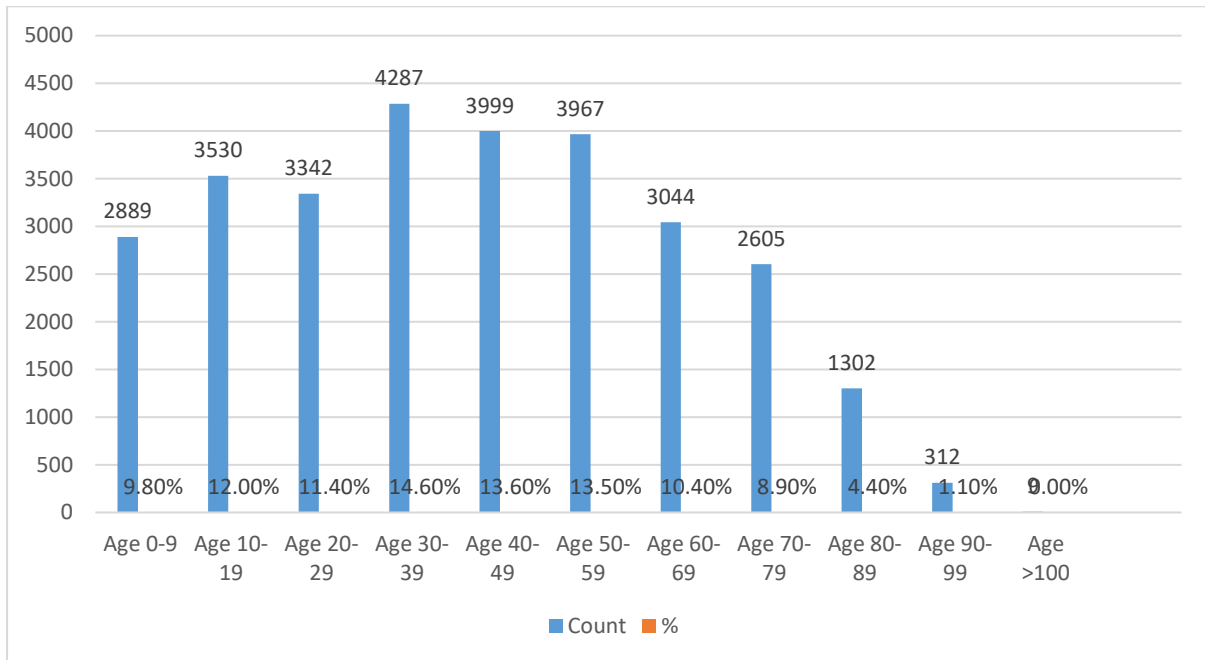


As you can see we have a lot of wasted minutes from DNA's. The impact of DNA's cannot be understated and it has several significant consequences – one example would be Delays in care – this can cause disruption in our daily schedule. Patients who are punctual and in need of care may experience delays or rescheduled appointments, which can lead to frustration and dissatisfaction.

### Appointment Overview



## Age range of registered patients



## **STAFFING UPDATE**

### Doctors

Dr Lydia Yates left TRMC back in May.

Dr Ammara Saleem will be leaving TRMC end of October.

Dr Asiha Bhutto joined us in September.

Dr Sidu - Locum – Skin Lesion clinic every Tuesday evening.

### Registrars

Dr Kathick Selvakumar, Dr Adam Jeyes, Dr Sourish Ray, Dr Kishor Sadhak, Dr Lee Pond, Dr Adeola Salako, Dr Faisal Miah, Dr Johnson Agboola and Dr Nogzi Onyeachonam all started here in August.

### Advanced Nurse Practitioner

Danielle Boore – Trainee Advanced Care Practitioner.

### Medicines Management Team

Helen Thurlow - Pharmacist started TRMC in September.

## Non-Clinical Teams

*Reception* – We are currently recruiting for a care navigators .

*Medical Secretary* - Nicola Smith will be leaving us the beginning of October – we have managed to recruit and someone will be joining us at the end of October.

Discussion in meeting:-

- PPG asked why do we think we cannot retain staff?

This is something not just confined to TRMC – We advertised nationally and locally. The challenges we are facing in recruiting new healthcare professionals to join our General Practice. These challenges are primarily a result of the broader issues confronting the NHS as a whole.

## **AGENDA ITEMS**

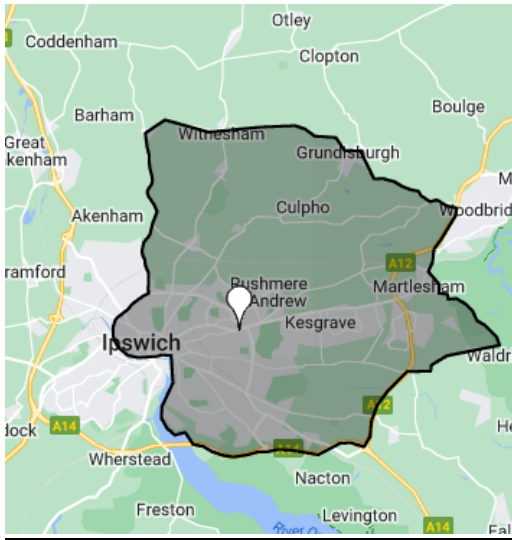
### Elect new Chair and Secretary

Jenny kindly volunteered to do this on a temporary basis but her situation has changed where she is unable to commit to this. We are now looking to Elect a Chair and Secretary. If any members are interested in this, please can you let Debbie know? We are also looking for volunteers to attend the wider PPG meeting, generally the Chair attends but it is open to all members. If anyone would like further information on this then please contact Olivia Rigo [olivia.rigo@snee.nhs.uk](mailto:olivia.rigo@snee.nhs.uk)

### New check in screens

Recently had upgrades to the check in screens and now all four are up and running – it does not inform the patient of the room number they will be in but the call screen will inform them of this.

## Practice Boundary



From the 14<sup>th</sup> August our Practice Boundary changed. We have extended out towards Waldringfield to allow the people moving into the new Adastral Park Estate a choice of GP Practice. We have also extended it North towards Henley, Swillands and across to Grundisburgh.

## Flu clinics

We are running clinics on the 23<sup>rd</sup> & 30<sup>th</sup> September, 7<sup>th</sup> & 14<sup>th</sup> October if any member wishes to support these please let Debbie know.

Next PPG meeting - to be confirmed