

## Minutes of the Patient Participation Group Meeting Held on 27 April 2022 at 2PM at Spectrum Health

### Present:

Mr Richard Narayan- Patient Champion  
Miss R Ayton- Head of Public Relation  
Two Spectrum Health Service Users.

1. There has been an issue with prescription requests of late. Service user had put in a request several times for a repeat prescription and it had not been fulfilled. Once it had, the wrong medication had been requested from the pharmacy.
2. There have been several occasions recently where Patient Serviced Advisors had assured service users that they would receive a call back, but this has not happened. Call backs need to be actioned.
3. Service users feel that if Patient Service Advisors manage patient expectations and communicate better by informing them of a time frame for which they would be called back and action this, it would be much more effective.
4. Service users have been told by PSA's that they cannot book a double appointment. All service users *are* entitled to book a double appointment should they have more than one ailment.
5. Service users are aware of the current staffing changes as they feel that newer members of the PSA's are not entirely professional and need to express more empathy when dealing with phone calls. Call waiting times have been noticeably longer, resulting in service users having to hang up and call back later.
6. It was said that service users need to feel confident in who they are speaking with when calling the surgery regarding sensitive issues. Would newer PSA's know how to effectively deal with a service user who was in crisis?
7. It was suggested that a text reminder of upcoming appointments be sent to service users rather than just text confirmation upon booking. This would also help to prevent missed appointments.
8. Care leaflets in reception- do new staff know how to advise service users on these and answer questions? Training will be necessary if not.
9. Video appointments would be useful for carers who might find it difficult to leave the family member/individual they are caring for.
10. Service users feel that better communication between themselves and PSA's would help service users to use the practice in the most effective way.
11. Discussion regarding the pre recorded message when calling the surgery- could this be shortened?
12. Service users would like to see more posts on social media of services the surgery offers, how to order prescriptions and so on.
13. Invite a range of service users to PPG meetings- carers, younger people etc. Perhaps ask local business to advertise each PPG meeting with a poster/on their socials to create further engagement.

14. Fun facts on social media, general awareness information, support groups in Leicestershire.
15. Be honest with service users when communicating and always follow up queries, keeping service users well informed.
16. Text messages have been sent to service users cancelling appointments. Service users are then having to wait an additional 5-6 weeks for another appointment.
17. It was suggested that team members look into taking a course with SAPT (Suicide Awareness Prevention Training) as this could be extremely useful in recognition and patient care. This is often a free training course offering life skills and how to provide care to someone going through difficulty.

RA 03/05/2022