

THE FERRYHILL AND CHILTON MEDICAL PRACTICE
Patient Participation Group (PPG) Minutes
Thursday 26th January 2023, 12.30pm
Waiting Room, Chilton Surgery

Present: Dr Orlandi (GP Partner), Francis Barnish, Joan Weston, Anne Turnbull, Margaret Blythe, Linda Gibson, Malcolm Connor, Clara Harley, Fiona Almond (Practice Manager - Minutes),

Apologies: Jane Howe, Chris Miller (Pharmacist/Managing Partner)

1. WELCOME AND INTRODUCTIONS

2. ROLE OF THE GROUP

Patient Participation Group members must be registered at the Ferryhill & Chilton Medical Practice.

The role is to provide constructive patient feedback, acting as a critical friend without taking up personal issues or complaints at the meeting.

3. MINUTES OF THE PREVIOUS MEETING

Thursday 7th April 2022.

4. MATTERS ARISING

Setting the Scene

Dr Orlandi discussed his recent experience in France following an accident and how different this was to the NHS. Dr Orlandi explained that the current situation had not improved and was in fact worse, there is currently a crisis in A&E, the NHS is still catching up from covid and noticeably joint replacement waiting lists were having a big impact on Primary Care with pain medications/injections.

A group member with family members who work in a hospital felt that people attended A&E with minor issues that GP's could see but they cannot get an appointment so go to A&E, some patients also choose to bypass the GP and go straight to A&E.

Dr Orlandi advised that the Practice have changed the Monday surgeries to open access and routinely we have 150 plus consults on a Monday AM and 100 plus consults on a Monday PM and Dr Orlandi advised that clinicians still see patients face to face however the majority of appointments are triaged first over the telephone.

A group member asked if the new housing estates had pushed the Practice population up, it was explained that an increase had not been noticed and currently the Practice population was 14,996, the increase in new registrations from the new estates was very sadly offset against the increased death rate over recent years especially from the covid pandemic.

It is with huge sadness that a very valued member of our administrative staff Andrew Wright passed away suddenly on 16th October 2022, Andrew joined the Practice in March 2002 and is greatly missed by everyone.

Following the last meeting the Practice have appointed Dr Ekea as a Salaried GP, Karl Nicholson as a Nurse Practitioner, Alison Talbot as Pharmacist and Sarah Biggs as a Pharmacy Technician.

Dr Ogunleye has joined the Practice as a full time Registrar.

Kirsty Patterson and Tracey Smith are also training to be Nurse Associates.

Gemma Nelson and Bethany Young have trained as Health Care Assistants.

Sam Morgan is training as a Nurse Practitioner.

Chantelle Lowden, Pharmacist and Dr Lear, Registrar have returned from maternity leave.

Alongside the Social Prescribers and Integrated Care Co-ordinators the Practice now has a Health and Wellbeing Coach and a Stop Smoking Advisor.

Dr Philbin and Dr Malla have recently offered their resignation and will leave at the end of February 2023, the Practice are now looking to recruit to these roles.

Dr Orlandi has reduced his sessions to two days a week.

We are undergoing a refurbishment at the Ferryhill Site including new windows, heating improvements, fire safety improvements, electrical remedial works and external and internal redecoration, it is not expected to affect clinical rotas as most of the work is taking place on a weekend or over night.

5. PRACTICE ISSUES

5.1 Flu Vaccinations

Flu Vaccines December 2022 Data

2-3 Year Olds = 100%

18-64 Year Olds = 98.65%

Over 65's = 99.56%

5.2 Covid Vaccinations

Autumn Booster^{1st} Dose

All On Or After 5.9.2022 = 5062 (7995 Eligible Population)

Age 5 – 18 Years + At Risk = 8 (77 Eligible Population)

Age 16 – 50 Years + At Risk = 285 (991 Eligible Population)

Age 16 – 50 Years + Carer = 40 (140 Eligible Population)

Age 50 – 75 Years = 3373 (5196 Eligible Population)

Age 75 And Over = 1255 (1436 Eligible Population)

Care Home Resident + Age 65 Years And Over = 79 (90 Eligible Population)

Care Home Worker = 1 (1 Eligible Population)

Frontline Health Or Social Care Worker = 78 (138 Eligible Population)

Declined = 325 / 2.1%

5.3 Vasectomies

Dr Panke has advised that following postponing undertaking vasectomies for six months due to ill health he has decided not to resume this work. The ICB have already switched off the vasectomy referrals to the Ferryhill and Chilton Medical Practice and are happy for this to remain switched off. The ICB are also happy for Ferryhill and Chilton Medical Practice to subcontract activity to Blackett's Medical Practice in Darlington on a 6 month initial basis. The Vasectomies waiting list was passed to Blackett's Medical Practice. Ferryhill and Chilton Medical Practice has advised the ICB that Dr Panke will not be returning and given notice on the contract.

6 PATIENT GROUP ISSUES

The telephone system remained an issue for the Patient Group members, it was explained that the Practice Telephone has six lines into the Practice and that these are manned from 8.15am – 6.00pm Monday to Friday and have been very busy with the Flu Vaccine and Autumn Covid Vaccine Campaigns, the lines out of the Practice are unlimited and when in use do not take from the number of lines into the Practice, it was agreed that between 12.00-2.00pm there is additional pressure on the telephone lines due to Reception staff taking a staggered lunch break, however it was noted that other Practices in the area so close for lunch.

A group member advised they had told a Nurse Practitioner that they felt the Practices' front of house is letting the surgery down, two group members expressed much concern and said that they did not believe that the telephones were answered by five or more people as this is not visible from the Reception areas, it was explained that the majority of telephones are manned away from the open Reception areas for confidentiality reasons with offices behind Reception at both Chilton and Ferryhill and also offices upstairs at Chilton and downstairs at Ferryhill. A group member asked how many times does the phone system activate the "Sorry all of our call handlers are busy on other calls please try again later" or "Sorry there are currently no call handlers available to take your call please call again later" this is activated when all the 6 phone lines are busy and all the 5 queuing places are taken. Fiona Almond will contact NECS who provide the Telephony Maintenance and Support if the activation of this message is monitored.

ACTION **Fiona Almond**

Patient Group members were encouraged to use eConsultation to contact the Practice in an alternative way to using the telephone, eConsultations can be submitted through the Practice Website <https://www.ferryhillandchilton.nhs.uk/> and is free to use for NHS patients and can be used to ask the surgery about health symptoms, conditions or treatment and even request things like sicknotes and GP letters. The patient finds the symptom, condition or request, fills out a quick form, the Practice then responds with advice, a prescription or an appointment.

Dr Orlandi also advised that the Practice is still looking to purchase/implement Ask My GP which it is hoped those able to use this platform to contact the surgery will do so and this will then in turn free up the telephone lines for those who cannot use the platform, it is similar to eConsultation that is currently available and hoped will increase access, however it was stressed that before the Practice invest in it we need to ensure that NHS England do not change the contract regarding appointments and how these are offered and monitored.

A group member reminisced about how easy it used to be to make a face to face appointment with your GP and how this would follow in a couple of days after requesting it and how he felt that to be asked to wait two to three weeks for an appointment was not always possible, Dr Orlandi explained that for an ongoing problem then a prebooked telephone consultation appointment would be offered and that this could be several weeks, however if the patient felt that it was not possible to wait that long and was in fact urgent then there is always a Duty Clinician every day who offer same day emergency appointments, also that telephone triage appointments are opened daily for new problems. Appointment volume is now up 3 fold with a dramatic increase with people living longer, chronic ill health, mental health, drug addition, alcohol addition with a 4-6 week wait for an appointment with the Practice Aligned Mental Health Worker.

Dr Orlandi advised the Practice has 6 highly qualified Nurse Practitioners who also specialise in diabetes, menopause and minor surgery.

Previously the Practice ran on 75 clinical sessions and then this increased to 80 sessions, now the Practice runs on 130 clinical sessions with 58 of these being GP clinical sessions.

A group member felt that telephone triage was new for some people and that patients need to consider their perception of a GP appointment, it was agreed that it offers a different way of working and allows more patient access.

A group member reiterated that they did not feel that the care provided at the surgery was a problem it was getting through on the telephone that was the problem, the Practice are desperately trying to address this issue.

A group member asked if the paperwork in the Practice was dealt with behind the scenes, a GP and Nurse Practitioner lead a team to streamline this and ensure a timely turnaround.

A group member asked that Protected Learning Time was communicated to all patients, it was noted that the Practice cannot contact nearly 15,000 patients and that they use the Website, Facebook and Posters in the Surgery to advise of closures in advance and that the last three Protected Learning Times have been cancelled due to the Nursing and Ambulance strikes and pressure on the NHS.

A group member expressed discontent at being asked to attend Ferryhill Surgery on a Monday evening in the dark to receive a covid vaccination, it was explained that Ferryhill Surgery is being refurbished at a weekend and therefore covid vaccination clinics on a weekend were at Chilton Surgery with the addition of parking facilities and during the day during the week Ferryhill Surgery is fully utilised for standard NHS services.

7 ISSUES FROM PCN PATIENT PARTICIPATION GROUP

Anne Turnbull advised the PCN Patient Participation Group is scheduled to take place shortly.

8 ANY OTHER BUSINESS/ITEMS FOR NEXT MEETING

Date of Next Meeting

TBC