

HIGH FIELD SURGERY – PATIENT PARTICIPATION GROUP

Minutes of the Patient Participation Group held on Tuesday 26th July 2022 commencing at 11.00am. Meeting held by Video conference on Microsoft Teams.

Present: Chair - (GB).
(BA), (LR), (LREZ), (NP)

Practice Manager - Mike Holmes (MH)
GP – Dr Helen Poulter (HP)
Practice Secretary – Kayleigh Burton (KB)

1. Apologies and Introduction

Apologies: (LW), (DA), (DM)

GB opened the meeting. GB welcomed new members.
MH acknowledged the apologies and new members.

2. GP Surgery Update

MH explained the history and effect of Covid vaccination programmes and outlined the pressure the surgery would encounter undertaking the Autumn COVID booster programme. Recent announcement re expanded to a larger cohort. 3600 eligible patients at HFS. Everyone over 50 is also eligible for flu jab. Going to be another busy period with no core work suspended unlike previous vaccination programmes.

GB queried if the surgery requires assistance to marshal clinics – MH explained not as social distancing rules no longer in place and patients are experienced with our protocols.

BA queried what is the major constraint, staff or space? MH explained that it is the number and availability of staff that constrain the speed of rollout, particularly without affecting core service.

HP – explained that the waiting times for appointments will increase due to running flu and COVID clinics.

MH – Phone lines will become under more pressure due to patients wanting to book in for vaccines. HFS does have a system to book online which will relieve some calls.

GB – Asked when the invites go out – MH & HP explained we cannot do this until we know when the deliveries will arrive (another complication is not knowing how many vaccines we will get). Nevertheless every patient will be invited at the appropriate time.

2a. Patient Feedback

MH – Ran over the GP national survey. Results are available at www.gp-patient.co.uk
HFS results have remained stable, the surgery is in the top 10% nationally.

89% Patients say they find it easy to get through on phone
92% Found the receptionists helpful
99% have trust and confidence in the professional
88% Described the surgery as good

MH – Explained we also receive feedback from Friends and Family (text message received after an appointment)

98% Good and very good rating in June 2022
98% Good and very good rating in July 2022
97% Good and very good February – July 2022

MH – Can we build something into the newsletter to get feed-back regarding access to the surgery? We will require assistance from the PPG to get this information

GB – Happy to get feedback however some work to do on asking the correct and most appropriate questions to ensure balanced feedback. The PPG sub-group recognises that HFS performs ahead of peers

NP – Queries why a newsletter as old school? GB – explained that this does not have to be a paper format, however it needs to be as inclusive as possible

HP – Raised that we should look at a subset of patients who may not be getting as much access to improve access for them

GB – To pick this up in further detail offline

3. Newsletter

GB – Explained background, this is an idea carried forward from previous group. Now in draft format – The newsletter is ideal for services that are not just within the surgery. The launch of the first edition should be in advance of the vaccination programme in September. Possible date 1st week in September.

NP – Would like to work on equality in newsletter

GB will pick up with LR – to come back to HFS to roll it out

GB to liaise with new Cohens Pharmacy manager (Kostas) about potential input to newsletter

4. Cohens Pharmacy HFS

GB Queried if anything caused resignation of manager. MH Informed that the pharmacy is separate to HFS although we understand resignation was to pursue different career.

5. Potential Industrial Action

GB raised the potential of strike action, has been on the news – HP informed that GP's are on separate contracts – unlikely that GP's will be striking, and nothing HFS is aware of

MH gave background on GP contract – 4 years into a 5 year contract – GP partners cannot actually strike as this would be a breach of the contract.

6. AOB

GB – Again thanked the 2 new members, raised the difficulties of recruiting members for the PPG and we remain a small group – stayed static due to resignations. As always we need to work on expanding numbers and diversity. Appeal to invite anyone we all know personally that might be interested.

MH – Advertises for members on TV screen in waiting room, on the website, have in the past collected names from patient surveys. Hope for response from Issue 1 of the newsletter.

MH – PPG meetings will continue online for now, the flexibility suits the majority although we understand not the preferred choice of everyone – no F2F meetings within the NHS still, the risk of a Covid infection within the surgery is too high.

Next meeting date 27 September 11:00 am – Microsoft Teams

The meeting closed at 11:42