

Dr L Freeman and Partners

Patient Participation Group (PPG) Meeting via TEAMS 2nd June 2021

Attendees: Margaret Wills, Hilary Farrar, Helen Keaney, Jayne Dyson, Andy Richardson, Pauline Hope and Rob Shaw

AGENDA

1. Welcome and apologies for absence

MW welcomed everyone to the meeting and thanked HF for organising the meeting and JD for the agenda. Apologies were sent by Jayne Harding and Robert Lindon.

2. Matters arising from the Minutes

- The minutes of the last meeting were accepted by consensus as we all agreed the last meeting minutes.

3. Correspondence

Jane Milner sent in an email to offer her resignation from the PPG. MW thanked her for her contribution. We now have a total of 9 members.

4. Practice Report

- **Buildings and maintenance** – HF reported that the Oulton refurbishment was going well. The consulting rooms are now completed, and the waiting room is almost complete. The refurbishment will give better infection control and the new design of the waiting room will give the practice a multi-use space. Once the inside is completed then the work will begin on the outside. HF asked for ideas about colours and RS suggested the website www.england.nhs.uk/nhsidentity/identity-guidelines/colours/ as this has lots of NHS themed ideas.

The Swillington surgery has had complaints about the amount of traffic generated by the COVID vaccination clinics. The complainant

has contacted the local council, but unfortunately better signage will not be forthcoming. HF also mentioned that there has been some abuse towards the staff during the pandemic both on the phone and social media. This has been particularly abusive on Swillington Talk. We talked this through, and various options were discussed including reporting the abuse to the police. We decided that before this drastic action was taken, we would write an article for the Rothwell Record about how difficult times have been for a doctor's surgery at this time. **JD & HK to action this article.**

- **Staff changes** – Dr Cowie has been offered a partnership. Dr Sarveswaran will be returning from maternity leave 1st August 2021; this means that the locums Dr Sally Wallace & Dr Robinson will be leaving at this time. There are vacancies for a practice nurse, a HCA and a receptionist. Lead nurse Lesley Wood is moving to the East Coast in mid-July and a new lead nurse will be recruited internally.
- **Medical matters inc Covid vaccinations** – There will be a full day vaccination clinic on Saturday 5th June and the last vaccination clinic will run on 12th June. The practice has had no wastage of vaccinations and the PCN has said that the under 30's will need to be done at the large vaccination centres. The surgery will then be trying to get back to normal as soon as possible as there is backlog of long-term conditions that will need attention. E-consults will continue, however these have needed to be switched off over the weekend as the number of calls was impossible to deal with by the staff available in the 48hr reply period. The questions asked are set by the company and the feedback is that people either love or hate the system. PH said that there was a specific sequence to input information so that you do not need to input information twice.

PH to find out if there is a better way to use the e-consult package.

Digital is definitely here to stay, and patients need to be made aware that the doctor is not the only person who could deal with their

problem. Patients also need to realise that the receptionist needs to ask questions so that they can be directed to the best individual to deal with their problem. RS suggested that a name change for the receptionists may help patients see the reality of their job. A suggestion of care navigator was made. A new phone system will come into use from 14th September 2021.

RS left the meeting at 10:20am. PH left the meeting at 10:30am.

5. Projects and events – on hold at the moment

6. PPG toolkit

This was discussed as an excellent document with some superb descriptions of the roles within the PPG and how the templates will be a useful tool moving forward. It was decided that the role descriptions that already exist would be updated from the information in the toolkit and that these would be our new basis to put the PPG on a more professional footing.

JD and AR to action this.

The toolkit also recommends that the PPG needs to be more visible, and the opinions of the patients need to be sort more for improvements to be made. The toolkit can be found at:

www.leedscg.nhs.uk/get-involved/getting-more-involved/patient-participation-group/resources/

7. CCG meeting feedback

8. Any Other Business

It was suggested that a re-opening session should be held at Oulton surgery and that the PPG should be visible at this event. This is to be discussed at the next meeting as an event like this will be very dependent on the latest government guidelines.

9. Date and time of next meeting

11th August 2021 @9:30

(Teams/in person to be decided nearer the time).