

MINUTES

Patient Participation Group, Saffron Group Practice, Saffron Lane, Leicester

Wednesday 24th July 2024

Present: Sarah Hall, Georgina Lane (Staff), Rob Banner, Sarah Moore (Staff) Paul Aldwinckle (Minutes) Deb Wall (Chair) Dr. Amit Rastogi (part)

Apologies: Jenny Mann (Minutes Secretary) Sharmane Leeson

Welcome and Introduction

- 1 **Minutes of the last meeting on 26th June.** Paul outlined that he was unable to get the last Minutes and an agenda done for this meeting as he had some private issues to deal with. Deb Wall offered to forward some notes that she had taken to help Paul pull some Minutes together and will sort out soonest. Apologies from Paul.

Deb Wall offered to take up the mantle of Chair as Sarah Hall had to step away from this role so she could rightly concentrate on her own health and wellbeing.

It was decided in the absence of an agenda Deb Wall would run with an open agenda to cover the business of the PPG meeting appropriately.

- 2 **Matters Arising.**

The meeting was started with some updates and reports from Sarah Moore and Georgina. Sarah Moore outlined the telephone call situation last month as follows:

Phone calls

Sarah Moore: Of a total 9297 calls into the Practice, 7911 were successfully answered, 1026 patients couldn't join/hung up and call backs were 1209, which was higher than last month. There was an average wait time of 6.36 minutes which is down from last month's 7.7minutes.

(Did not Attend) DNA figures

2.6% DNAs for GP appointments

Break down shows that highest DNAs are for diabetes checks followed by smear tests and children's.

In child health if the 3rd appointment is not attended, the nurse will become involved and then home visiting. Those patients with three DNAs to their name receive a letter. Patients receive a text for DNAs and this is to be looked at. The text was discussed and whether patients could receive a 'stronger' message about the cost of their non attendance to the NHS.

George further advised that Tuesdays see more younger patients coming through the Practice with baby checks and that this is where most DNAs arise.

Georgina (George) advised about a new Flu vaccination.

Surgery Report on Clear Hold Build

George explained about an important long-term operation called Clear, Hold, Build by the Government. This is a nationwide programme that also involves the Police, NHS, Crimestoppers, local councils, the voluntary sector and other partner agencies tackling organized crime. Saffron as one of the most deprived areas in UK.

For Saffron Health the scheme is called SAFER SAFFRON. It is tackling drug crime and what is known as County Lines drug dealing. Georgie has received reports from Crimestoppers. There has already been a big crackdown on Saffron Lane estate which involved seizure of drugs, large amounts of money and a multitude of weapons.

George also handed out a colourful A4 poster done by local children with a designed logo which outlined Safer Saffron making our community safer.

Police Community Support Officers (PCSOs) have been to the Practice and Georgie would like them to come to the Practice based meeting in September.

Dr. Amit Rastogi joined the meeting

A PPG Survey of Patients

Dr Rastogi requested support from the PPG. He reported on information and results from the recent national NHS patient survey (conducted by IPSOS MORI) related to the Practice. Unfortunately, the responses related to Saffron Health were OK pre COVID, but this year's results were worse than last year's (have gone down nationally too) Some of the negative feedback was discussed. However, further analysis of the Survey showed that there were 101 responses recorded out of the 15,000 patients registered with Saffron Health. The response was very low and it was felt that this was not representative of the local community and the work the practice was doing to reach out to patients. Other aspects of this 'national' survey were discussed in the context of the

Saffron Health patients; whether feedback was based on patients 'perception' rather than experience and the quality and significance of the survey results overall.

It was likely that the Care Quality Commission (CQC) would visit the Practice again at some point. Dr. Rastogi asked the PPG what it and the staff could do to capture a more tangible gathering of patient views of Saffron Health; an alternative viewpoint. After lengthy discussion it was agreed that PPG members, along with Practice staff, would try and design a patient survey and aim to deliver it to patients at the PPG Open Day planned for September.

The questionnaire wording could say it comes from the Practice's PPG which may attract greater response. The age range of respondents could be established and the frequency with which they attended the practice.

Accuryx and SMS were mentioned as possible ways of helping to promote the survey in advance ; receive greater feedback from patients.

Reporting of GP Industrial Action

Paul asked Dr Rastogi about the news report on Good Morning Britain (GMB) that morning advising the nation that GPs were balloting on industrial action to cut the number of patients seen in a day to 25. Dr Rastogi explained about the British Medical Association (BMA) video titled "GPs are on your side" and that the action was about maintaining patient safety not about making thing more difficult for patients ; 25 patients was deemed the optimum safe level for patient numbers per day over which mistakes in treatment and care could be made.

4 Report from the Chair

No report from the Chair as Deb Wall took this up at this, her first meeting. Any advice that Sarah Hall can give Deb Wall would be much appreciated.

5 Report from Surgery (George).

Covered above for this meeting

6 Social Media Feedback.

Next meeting for report and update.

7 AOB.

Whilst Dr Rastogi was in attendance Sarah Hall wanted to highlight a recent visit to the hospital and her experience concerning medication and prescriptions. She was advised by the consultant NOT to use the hospital pharmacist and to take white prescriptions to her own pharmacy. There followed a discussion (as previously) concerning this issue and the cost being pushed back to the GP and

creating work for the local pharmacy. The delays in getting hospital letters out was also acknowledged along with Sarah Hall's lived experiences.

It was agreed that there needs to be more progressive action on this issue. Dr Rastogi commented that the hospital actions could be fed back through the LMC. Sarah Moore also advised that the hospital letter situation was improving but that more need to be done.

8 Date of next meeting

Wednesday 21st August 2024 @ 10:00hrs to 12:00hrs