

## Barwell & Hollycoft Quarterly PPG Meeting 15/08/2023

### Location: F2F Meeting in the Emily Aiden room at The George Ward Centre

Attendees: Claire Wood (chair), Luci Garratt, Sarah Gibson, Mark Findlay, Alan Plumpton, Linda Plumpton, Tony, Kath, Derek, Andre

1. Welcome
2. Apologies for any absences – Sian Sykes, Alice Allsopp, Di Beste, Linda Coyle, Harry Chesterton
3. Barwell build update (MF) MF to share slides with minutes
  - AP – does the build take in to account S.U.E/S106 monies?
  - MF – no as the new build is for the current population, any extensions going forward will be paid for with S106 monies
  - A – will it be PFI?
  - MF – No
  - A- will there be solar panels?
  - MF – yes and 5 electronic charging points
  - A – is there anything on water saving?
  - MF – we have to achieve ‘excellent’ BREAM, grass areas to be natural and not artificial grass etc
  - AP – will this incur maintenance costs?
  - MF – yes, same as Barwell Medical Centre, we will have a gardener
  - AP – concerns for school drop off times
  - MF – concerns parents will use car park during school times, will monitor
  - A – builder?
  - MF – GF Tomlinson
  - K – where is the surgery?
  - MF – opposite pharmacy
  - DM – will there be an open day?
  - MF – we will try, depends on health and safety, would like to during different stages
  - AP – do you envisage a roll for the PPG? Would be nice to have a say in it
  - MF – happy for people to be involved, there’s been over 10,000 emails, finer details not yet sorted (relating to open day)
  - AP – was the house fully repaired following the leak?
  - MF – nom the house is in a terrible state with part of the house ruined. In negotiation with NHS regarding the fix. Possible long term plan to knock it down and rebuild with future S106 monies. Currently the house is being used for the builders storage
4. TPP update from Dr Raj re appointment mapping *“I’ve had a look at NHS digital and discussed with users on Facebook. It looks like the flag added for “online services*

*appointment” is what has skewed our data. The next release of data is due soon so will review once that is out and then let you know the outcome”*

CW – appointment mapping

SG – the surgery have no control over a ‘flag’ used in our clinical system which gets added to appointments booked online which then gets tracked by NHS digital

CW – would this be the same issue for all practices?

SG – yes, but not sure practices were using online booking post Covid

MF – we’ve been on the ball with things, such as logging appointments on the system. Some other data may look good online but not in person. We follow NHS guidance and switch on when required

AP – still suffering with patients not understanding how GP surgeries work. Recent survey for GP access. If you have a physio problem...you will see a physio. The practice will signpost you to the most appropriate clinician. Stuck with terminology

DM – is this on the website?

MF – we have a new website provider going live next week, we will work on updating as we go

CW – have an additional roles staff (ARRS) with their job title and what they do

LP – people have to want the change (to know about additional roles)

DM – is it an opportunity to promote all these different staff members with the new practice

SG – we can send out a newsletter to all patients but we are hesitant due to data

AP – can the PPG help?

DM – has the Local Rock delivered and another practice promotes coffee mornings etc, is this an option?

AP – unsure of cost

MF – bad reviews affecting morale

LP – do all surgeries work the same?

MF – no, some have all face-to-face and some have all triage (where you have to complete a template)

LP – finds you can get an appointment quicker with the practices triage system

AP – find the surgery is working more efficiently

MF – “if I could change it, I would go back to how it was”

CW – covid brought rapid changes to the way GP surgeries work

A – a lot of changes, people need education, bad reviews all around, not enough money in the NHS

LP – the surgery didn’t get chance to reply to the publication of review in the newspaper about the appointment stats

MF – the surgery spent hours looking in to this, the newspapers didn’t give time to investigate

CW – do you have a Facebook page?

LG – yes

SG – we have started to share more and put our call stats on

## 5. Capacity impact assessment (SG)

SG – PCN target to be worked on across the 4 practices

- Friends and family test - part of core contract, available via SMS, website, print out. Texts sent after appointment
  - Website – we are having a redesign with new company, Dr Raj to lead, Seb to look after  
AP – will there be a PPG page?  
SG – yes, SB to contact CW for content
  - CPCS referrals – the surgery have had some struggles using this service
  - Online packages such as Accurx (where you can send a photo into the practice). They also would like us to use A/I registration where patients can register online (without going through the practice) but we have hesitations due to safeguarding concerns that could be missed. The reception safety net this
  - Phone system – no change as we are already on a cloud based telephony system
  - Data mapping – already looking in to
6. VCSE alliance update PPG funding (Alan P)  
AP – PPG forums for all PPG, which is held in Leicester, fighting for forums and looking for social input. Had locality PPG team but now have a PCN PPG team, There was a £5,000 fund for voluntary work – deadline passed however we could look at projects involved in this. Community diagnostic centre including radiology/phlebotomy in planning
- ~~7. DPJ speak on illness or alternative treatments~~
8. Any Other Business, including topics introduced by the chair/group  
DM – do reception follow the same confidentiality as clinicians?  
SG – yes, they are held by the same confidentiality. If they breach data, they are liable. They have to sign lots of confidentiality policies etc., for their smartcard and our clinical system, the reception team go on a lot of training  
SG – We want to do a PPG patient survey, currently we are above national standards  
LP – flu jabs and covid vaccinations, have flu booked in but not yet covid.  
SG – still in talks about the contract for this, nothing yet agreed
9. Date of next meeting: TBC August

If you are unable to attend please contact:

Luci – [luci.garratt@nhs.net](mailto:luci.garratt@nhs.net)

**Attachments to send:**

- World patient safety day, engaging patients for patients safety 15/09/2023 1-4pm

**Next meeting –TBC**

**Actions:**