

**PATIENT PARTICIPATION GROUP**

**Minutes of Meeting Held at the Surgery**

**21 Mar 2023 at 1730**

**Present:** John Leslie (JL) Chair

 Phil Marston (PM) Secretary

 Vicki Abbott (VA)

Daniel Medhurst (DM)

Richard Ongley (RO)

Dr Dan Pickering (DP)

Sue Pickwoad (SP)

Amanda Shaw (AS)

Pat Triffitt (PT)

John Twidell (JT)

Lara Upton (LU)

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| **ITEM AND DECISION** | **ACTION** |
| 1. **CHAIRMAN’S WELCOME.** The Chair (JL) welcomed all and handed out the agenda which he explained had been delayed due to a holiday. The Chairman’s report and the practice report had been issued a few days earlier.
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| 1. **APOLOGIES**. Apologies were received from Victoria Ferguson.
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| 1. **MINUTES OF PREVIOUS MEETING.** The minutes of the meeting held on 14 Jan 2023 were approved.
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| 1. **ACTIONS FROM THE MINUTES.**
	1. DM stated that the website had been altered in line with the subgroup suggestions. However, the PCN was now considering a standard format for the Rutland practices – it was hoped that the Uppingham new format would be carried forward.
	2. With regard to communications, the practice were developing their systems in line with PPG suggestions and the statistics had shown an improvement over the period since the last meeting.
 | **DM** |
| 1. **PRACTICE UPDATE.** The Practice report is attached to these minutes. The following questions were raised.
	1. (JL) What was the current situation regarding masks. Following guidance, the surgery is no longer expecting patients to wear masks but would kindly ask people with upper respiratory infections to wear them in the surgery. Staff are not expected to wear masks in areas where they are not in patient contact but will continue to wear masks when seeing patients to help reduce the risk of transmission of COVID especially to more vulnerable patients.

5.2 (JL) The report noted that there had been a small number of complaints and JL asked if any were relevant to the PPG. VA said that they had all been dealt with and did not wish to have any detail published. |  |
| 1. **WEBSITE/PHONE SYSTEM**. This subject had been discussed under matters arising.

6.1 A patient had emailed the PPG stating that it was not possible to cancel an appointment using the website. **Post Meeting Note from VA on 22 Mar 202**3 - How to cancel your appointment has been revised on the website – <https://www.uppinghamsurgery.co.uk/forms/cancel-your-appointment/> |  |
| 1. **SURGERY COMMUNICATION.** This subject had been discussed under matters arising.

7.1 PM stated that he had received a text requiring checks on cardiovascular disease, as part of the annual review, which he was not aware of. **Post Meeting Note from VA on22 Mar 2023** - The text message which mentions CVD (cardiovascular disease) has been amended to say  ‘*as part of your long term condition’*. Dr Viren Mistry and Tyler (lead for managing patients with long term conditions) have both said thank you for the feedback.7.2 PT addressed the subject of a complaint from a patient regarding contact with the surgery. DM stated that he had been in touch with the person concerned and the problem was a ‘one off’ which had been resolved and did not require any further action |  |
| 1. **SURGERY NEWSLETTER & DISTRIBUTION.** The first newsletter had been published as Issue 1 – Mar 2023. This was widely welcomed and there was a long discussion regarding distribution. DM had been in contact with several parish councils regarding village distribution and hard copies would be placed at strategic points throughout the town. There would also be a thrust towards patients who lived alone and did not leave the house very often.

8.1 PM stated that the newsletter had contained a reference to the availability of a pneumococcal vaccination for 65s and over. He pointed out that, for future reference, it should have stated if you have not had one before.8.2 SP asked whether the newsletter could be delivered to those who received a delivery of medication. **Post Meeting Note from VA on22 Mar 2023** - Housebound patients who have their medication delivered will be sent a copy of the newsletter over the course of the next 4 weeks with their prescription.8.3 Thanks were expressed to Mark Shaw who had been instrumental in compiling the document.8.4 All members were asked to think of ideas for the next issue before Jun 2023 | VA**ALL** |
| 1. **CHAIRMANS UPDATE.** The Chairmans’s report is attached to these minutes and there were no further questions.
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| 1. **INCIDENT FORMS** No incident reports had been submitted since the last meeting
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| 1. **DATE OF NEXT MEETING.** The next meeting has been set for Tuesday 16 May 2023 at 1730 in the Surgery.
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**Patient Participation Group Update**

**March 2023**

**Staffing**

* We have appointed Carol Crewe as our new nurse lead, she started with us at the end of January. Carol joins us following a PCN placement as deputy clinical director and having previously been lead nurse at Empingham.

**Operations**

* Our plans for the **waiting room** are starting to progress with meetings planned with contractors this week.
* Following a recent risk assessment, patients are no longer required to wear a **mask** unless they have a cough/respiratory infection and require a face-to-face appointment. Patients can wear a mask if they wish.
* Daniel has been working with our PCN colleagues on developing the new **website**. Go live date yet to be confirmed.

**Clinical governance**

The practice has received 7 complaints since our last meeting. The issues raised by patients included

* Mask wearing
* Patient living outside our catchment area
* Telephone interaction with Patient Services
* Issuing of private medication

Whilst the headlines seem thin on the ground, the practice has seen a significant shift in focusing on projects that were abandoned 3 years ago (!). These projects include developing our internal communications, staff training content on more focused topics of learning (i.e., safeguarding/infection control/health and safety), refining our CQC data gathering and documentation of evidence, specific topic team meetings, audits and reports to review and monitor our prescribing and prescribers and adjustments to the clinical rotas.

A particular highlight for me over the last couple of months has been the volume of positive feedback (18) from patients which has been warmly received by the whole team.

I look forward to seeing you all on Tuesday 21 March at 5:30pm.

With thanks, Vicki

UPPINGHAM SURGERY

PATIENT PARTICIPATION GROUP

CHAIRMAN’S UPDATE

21 MARCH 2023

I trust you are well.

Since our last meeting, I have attended a Board Meeting of Uppingham First, and delivered a presentation to the Uppingham Neighbourhood Forum.

Sadly, I was unable to attend the PCN PPG Meeting on 15thFebruary, due to having come into contact with a positive COVID case.

**UPPINGHAM NEIGHBOURHOOD FORUM 19th JANUARY 2023**

This presentation, delivered to approximately 80 local residents and organisations, was an update on Surgery activity, focussing on the various operational statistics, such as:

- number of appointments analysed by type,

- the number of Flu vaccines issued,

- the number of COVID vaccines issued,

- the volume and cost of missed appointments,

There was also a plea to use the on-line system to contact the Surgery, thus freeing up the phones
for those with no access to technology

Finally, it was announced that Daniel Medhurst had joined the Surgery as Operations Manager.

**UPPINGHAM FIRST BOARD MEETING 22nd FEBRUARY 2023**

As all of the attendees at this meeting had attended the Forum, the focus of this presentation covered:

- the availability of Shingles vaccines for those aged 70 to 79

- a request from the Surgery to complete the Loneliness Survey

- the availability of Health Checks for those between 40 and 70 with no long term conditions

- a renewed focus by the Surgery to prevent long term illnesses such as Diabetes

- the introduction of CCTV in the car park

- a plan to upgrade the existing Waiting Room

It was suggested during this meeting that the statistics presented here, and at the previous meeting, represented a “Good News Story”, and that the surgery should consider publishing this information in a Newsletter.

Following subsequent discussions with Dr. Pickering, it was agreed that this suggestion be implemented, hence the recent publication. It is now intended that this Newsletter will be published Quarterly, so ideas and items for inclusion in the next edition should be forwarded to Daniel, who will collate them.

Thank you to all those who responded to Daniel with local contacts to receive the Newsletter, and who volunteered to deliver the document to neighbours.

John Leslie

Chairman

Uppingham Surgery PPG