

**PATIENT PARTICIPATION GROUP**

**Minutes of Meeting Held at the Surgery**

**11 Jul 2023 at 1730**

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

 Phil Marston (PM) Secretary

Vicky Abbott (VA)

Daniel Medhurst (DM)

Richard Ongley (RO)

Dr Dan Pickering (DP)

Sue Pickwoad (SP)

Amanda Shaw (AS)

Pat Triffitt (PT)

Lara Upton (LU)

Janet Thompson BEM (JT)

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| **ITEM AND DECISION** | **ACTION** |
| **CHAIRMAN’S WELCOME.**The Chair (JL) welcomed all including Janet Thompson BEM (JT) from the Public and Patient Involvement Assurance Group (PPIAG) for Leicester, Leicestershire and Rutland. The agenda was handed out and it was noted that the Chairman’s report and the practice report had been issued a few days earlier. |  |
| **APOLOGIES**.Apologies were received from Richard Clarke, Victoria Ferguson, Christine Stanesby and John Twidell. |  |
| **MINUTES OF PREVIOUS MEETING.**The minutes of the meeting held on 26 May 2023 were approved. |  |
| **MATTERS ARISING.**JL stated that the action placed on him at the last meeting to approach businesses regarding newsletter adverts to help defray the costs was on-going.  |  |
| **PUBLIC AND PATIENT INVOLVEMENT ASSURANCE GROUP (PPIAG) FOR LEICESTER, LEICESTERSHIRE AND RUTLAND**.JT gave a brief on her involvement in the PPIAG stating that she was passionate about the NHS having worked at the Uppingham Surgery for many years. One example of the work carried out by the PPIAG was a survey which actually obtained a very low response across LLR. The results would be initially released within the organisation and to GP Practices before being released to the public.**Post meeting note** – PM has been asked to join the PPIAG and is in the selection process. The following paragraph is taken from the official application to join and covers JT’s brief.) *The NHS in Leicester, Leicestershire and Rutland want the very best care for local patients. To ensure we have the best services for patients and service users locally, we engage with local people in many ways, to understand their experiences of care and what matters most to them. We have a group of people passionate about health and social care who bring creative, fresh and independent thinking to public engagement. They provide strategic judgement that health and social care commissioners and providers have engaged and understood local people and that their insights are influencing the way we design local health and social care. We are recruiting new members of this group and are looking for people with a specific interest in engaging people about health and social care in Leicester, Leicestershire and Rutland and ensuring that their experiences and what matters most to them impact on the way services are designed and provided. These are exciting, challenging, and ever-changing times, for health and social care. With the help of a vibrant PPIAG, led by an experienced Chair, we can continue to ensure that local care is designed around the needs of patients. The most recent work involved a survey, which had received a very low response which was in the process of analysis.*  |  |
| **PRACTICE UPDATE.**The Practice report is attached to these minutes. It was noted that there had been no significant complaints and 12 compliments had been received .A question was asked regarding the provision of appointments via online booking.  DP stated that at the moment this is not possible due to the limitations of the system.  However,  DM is liaising with AccuRx to try and make the system effective for the practice.Post meeting note.LA commented on messages been sent regarding ‘your condition’. How did this relate to multiple conditions. VA/DM would investigate and report back. | **DM** |
| **NEWSLETTER UPDATE.**A draft of the Summer newsletter has been produced. However, it currently covers 5 pages of A4 and DP requires this to be only 4 pages. The intention is to release before the end of the month.It was suggested by JT, also chair of the Uppingham Neighbourhood Forum (UNF), that a notice of release could be placed in the UNF newsletter, which is delivered to all households in Uppingham and is due out in mid August.PT asked a question regarding the number of patients in the practice versus those who lived in Uppingham. PM stated that the population of Uppingham is normally given as just under 5,000 but was not aware whether or not this included the school. PT wanted people to be aware that this is less than half of the patients in the practice when discussing distribution.Could a text be sent to all patients stating the availability of the newsletter? VA/DM were not sure but would investigate | **VA/DM** |
| **CHAIRMANS UPDATE.**The Chairmans’s report is attached to these minutes.JL added that a survey would be produced shortly regarding the future of the Hopper bus. Several options were being looked into but nothing would be decided until the results of the survey have been analysed. DP agreed to assist with the survey regarding the Hopper and to locating appropriate adverts in the surgery. It was agreed to insert an advert for Hopper drivers onto the rolling screen in the waiting room. JL would provide adverts and contact details It was agreed that DM would attend the next UNF on 24 Aug 2023 to demonstrate the new software.The date of the next PCN meeting included in the report is 13 Jul 2023 (not 13 May)**Post meeting note – A summary of the 13 Jul 2023 meeting is attached to these minutes.** | **DP****VA****JL****DM** |
|  **INCIDENT FORMS.**Only one had been received, from SP, regarding the provision of emergency drugs whilst patients are on holiday. The practice were not fully aware of the individual case but stated that the matter could be dealt with by the patient contacting the surgery during working hours and NHS 111 outside working hours either.John Twidell (not present) and LU has asked about the text messages sent regarding the readiness of prescriptions had been resolved. VA and DM thought it had but would monitor any further comments. | **VA/DM** |
| **PRIMARY CARE NETWORK UPDATE**DM gave an update on the PCN Network which was now the primary entry to medical services in Rutland. Patient services had been given priority and there were many links to other services. There had been a positive response to the new website |  |
|  **DATE OF NEXT MEETING.** The next meeting has been set for Tuesday 12 Sep 2023 at 1730 in the Surgery. |  |

Patient Participation Group Update

July 2023

**Staffing**

* We have an advert out for a dispenser to join our team following the resignation of a dispenser.
* A senior administrator has left for a role outside of the NHS, their work has been distributed amongst the rest of the admin team
* We have 2 new registrars joining us for their 1-year placement from the beginning of August, Dr Munni Begum (f) and Dr Maria Amalanayagam (f). This is there last year of training to become a GP.

**Operations**

* The practice website is now ‘live’
* The newsletter has been warmly received by both patients and staff.

**Clinical governance**

The practice has received 1 complaint since our last meeting.

* The use of ‘vocal aesthetics’ whereby distraction techniques were used during a consultation which the patient found offensive and of a bullying nature.

Patients have historically had the option to raise a complaint with either the practice or NHS England. From 1 July NHS England will no longer be managing complaints, patients can continue to raise a complaint with the practice or contact LLR ICB. A patient cannot raise a further complaint if they are unhappy with the investigation and response, they must contact the health ombudsman. Information on how to contact LLR ICB is displayed and our website.

The practice has received 12 compliments since our last meeting.

It may seem quite in terms of a practice update, but we continue to work at pace to meet patient demand and expectations.

I look forward to seeing you all on Tuesday 11 July at 5:30pm.

With thanks,

UPPINGHAM SURGERY

PATIENT PARTICIPATION GROUP

CHAIRMAN’S UPDATE

JULY 2023

I trust you are all well.

Since our last meeting, I attended a Sub Committee of the Uppingham First Board to discuss the future of the Hopper Bus, and an Uppingham First Board meeting on 6 July.

**UPPINGHAM FIRST BOARD SUB COMMITTEE FOR THE HOPPER 13 JUNE 2023**

The key points presented at this meeting were related to the future of the Hopper Bus, and included discussion on the following options:

1. Cancel the operation when the existing bus reaches its end of life

2. Obtain a like for like replacement

3. Explore the possibility of an Electric vehicle

4 Examine funding opportunities

After extensive discussions, the following course of action was agreed:

1 Undertake a survey of the Uppingham population to ascertain the demand for this service. This will involve interviews and brief Questionnaires throughout the Town in order to gauge the need for the service.

2 Explore the cost options and lead times relating to Electric versus conventional power

3 Review the financial viability of the service

4 Examine potential funding sources, e.g. Town Council, National Lottery, RCC etc….

5 Report back to the full Board on 6 July, with future work planned to be discussed and approved by the Autumn, and a decision made on the future of this service at that time.

**MEETING OF THE UPPINGHAM FIRST BOARD 6 JULY 2023**

Key points to emerge from this meeting were:

1 A Surgery Update presentation, enclosed, was delivered to attendees.

It is important to note that some of the content will be contained in the forthcoming Newsletter, currently undergoing initial layout effort by Mark Shaw.

2. In recent times, the Vanguard Board has very successfully focussed on detailed discussions with local land owners and Developers, as part of the Local Plan activity, which has now been completed.
The Vanguard Board now wishes to focus on other local issues for the next couple of meetings, such as Health & Wellbeing and Education, and would like to invite representatives from the Surgery, the PPG, and Rutland Healthwatch to discuss how future collaboration might lead to a better understanding of current issues and opportunities. It is hoped that this meeting will play a part in improving communication between all concerned.
It is distinctly possible that funds may also be available to help the surgery with future development plans, such as internal improvements.

3 The future of the Hopper Bus was discussed in some detail, but a key element is the current lack of sufficient drivers to fulfil the existing timetable. Should any PPG member wish to become a driver for this service, please contact me and I will facilitate an introduction to the appropriate person responsible.

It was suggested that an advert be placed at the surgery, appealing for drivers.

4 An IT issue was raised by one of those attending the meeting.

This lady rarely has cause to contact the surgery, but she uses the web site to order an annual blood test, and regularly finds that her username and password have been deleted as it has not been used for 12 months, (fortunately she is very healthy!!).

Needless to say, this causes admin to get involved and she has to re-register etc. etc…..

Can anything be done to rectify this situation?

**FUTURE MEETINGS**

I plan to attend the PCN PPG Meeting on 13 May in Oakham

The next Uppingham First Board meeting on 17 August 2023

The next Uppingham Neighbourhood Forum is on 24 August 2023

**Regards,**

John Leslie

Chairman

Uppingham Surgery PPG

**PCN PPG MEETING 13 JUL 2023**

Having attended the PCN PPG Meeting on 13 July2023, the following summarises the discussions:

The purpose of the meeting was to review the implementation of the revised web site, and to invite constructive feedback.

The key points raised were:

1. The system went live as planned, but several issues were encountered by Surgery staff in the transfer of internal data from the old system. It should be noted that patients were unaware of these issues.

2. From a Patient perspective, the new system is much easier to use, and has been well received. All concerned with the implementation should be pleased with their efforts, as many layout changes were made in the run-up to live operation which simplified the layout of the front page.

3. Each surgery has their own version of the system, with the ability to contact the supplier for modifications. Practice Managers must ensure that more than one person per surgery has all the necessary access codes and contact details as a back-up. It was generally agreed that drop-down menus should be reinstated, and this feature will be implemented in the near future.

4. As each surgery is responsible for their own version of the software, they will also ensure that information housekeeping will be maintained in a timely manner, e.g. News item, Flu Clinics etc..

5. The importance of testing the system prior to implementation was stressed. To this end, the PCN Manager will request a Test system from the supplier in order that comprehensive testing can be undertaken in future. An integral element of future testing will be to ensure that any and all links are fully operational prior to implementation.

6. Dates for future Flu and Covid Clinics throughout Rutland were impossible to predict at this time, as the vaccines are delivered at short notice. This lack of notice means that surgeries have very little time to organise their workload and patients cannot be informed until the vaccines are received at the surgery.

 John Leslie

Chairman

Uppingham Surgery PPG