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**PATIENT PARTICIPATION GROUP**

**Minutes of Meeting Held at the Surgery**

**12 Sep 2023 at 1730**

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

Phil Marston (PM) Secretary

Vicky Abbott (VA)

Richard Ongley (RO)

Dr Dan Pickering (DP)

Sue Pickwoad (SP)

Pat Triffitt (PT)

Ron Simpson (Presentation Only)

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| **ITEM AND DECISION** | **ACTION** |
| **CHAIRMAN’S WELCOME.**  The Chair (JL) welcomed all and stated that Amanda Shaw has agreed to present the Uppingham Emergency plan to the PPG. However, Amanda had another engagement and Ron Simpson BEM, had agreed to join the PPG at about 1800 instead. 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, who had also stated that he was resigning as he had not attended any meetings this year.  Daniel Medhurst (DM), Amanda Shaw (AS), Christine Stanesby (CS), John Twidell (JT) and Lara Upton (LU)  Victoria Ferguson, was not present and had not sent an apology |  |
| **MINUTES OF PREVIOUS MEETING.**  The minutes of the meeting held on 11 Jul 2023 were approved. |  |
| **MATTERS ARISING.**  DM’s action had been completed and the matter of advertising in the newsletter was still in progress. |  |
| **PRACTICE UPDATE.**  The Practice report is attached to these minutes. PM asked about the fact that Flu vaccines would be completed on 7 and 14 Oct 2023 and that the newsletter had stated that COVID would be included. DP stated that this was a complex issue and the Surgery would no longer be responsible for the Autumn COVID vaccinations. The practice update, attached, included the following paragraph: *COVID vaccination clinics will be delivered by the ICB due to all Rutland practices taking the decision that there is no capacity (staff and time) to deliver this complex vaccination programme. A patient statement has been prepared by Rutland Health PCN and is awaiting approval by the ICB before it is released.* VA stated that all patients would receive notification as to when and where they could be vaccinated.  PT asked whether help was required for the Flu vaccinations and it was decided that anyone who could help with car parking should submit their names to JL. | **ALL** |
| **NATIONAL GP SURVEY RESULTS AND ACTION PLANNING**  VA handed out the results of the 2023 National GP Survey and the results were discussed. The only significant note was that satisfaction with *‘patients get to speak with their preferred GP when they would like to’* had dropped. This is a matter of educating the public as it is policy that the triage system should refer the patient to the correct services.  VA Agreed to provide an electronic copy | **VA** |
| **UPPINGHAM EMERGENCY PLAN**  Ron Simpson BEM gave a brief presentation of the Uppingham Emergency Plan which is due for update later in the year. The plan can be viewed at http://www.uppinghamonline.co.uk/media/other/4071/UppinghamEmergencyPlanPublicSeptember2019-1.pdf |  |
| **NEWSLETTER UPDATE.**  The Summer 2023 had been circulated and well received. Future issues will be distributed via a link in text and email messages in addition to social media and the website.  SP requested that future printed versions be colour coded to differentiate between quarterly issues.  Post Meeting Note from DM. I thought it might be useful for you to know that, before the Newsletter email was sent to our patients, the website was receiving around 200-250 visitors per day. The Newsletter then increased traffic up to 1500 per day, which shows the email link was certainly well received! |  |
| **CHAIRMANS UPDATE.**  The Chairmans’s report is attached to these minutes.  JT (not present) had sent an email pointing out that the Uppingham practice covers more than just Uppingham and asked that members be aware of this.  RO asked about venues for COVID jabs – all patients will be informed accordingly when available. |  |
| **INCIDENT FORMS.**  No incident report had been submitted since the last meeting. SP asked that the surgery informs her regarding the Barrowden surgery opening hour changes. SP cannot send to any Gmail addresses and has to relay via LU. This is under investigation. | **VA/**  **DM** |
| **PRIMARY CARE NETWORK UPDATE**  No changes or updates to report.  **Changes to building -** The upstairs of the practice is being reconfigured following the departure of the NFU.  This will provide more space for administrative staff in the space the NFU used to occupy. This provides the practice with additional space including meeting space and additional offices which is hoped can be used to provide additional services closer to patients. |  |
| **DATE OF NEXT MEETING.**  The next meeting has been set for Tuesday 7 Nov 2023 at 1730 in the Surgery. |  |

**Patient Participation Group Practice Update**

**September 2023**

**Staffing**

Following my last update, we have sadly received 2 further resignations within our dispensary team, 1 colleague has left to a job nearer their home and 1 is going to university to complete their Pharmacy Masters – we wish them both every success. We are interviewing on Friday 8 September, so I hope to have an update for you next week.

Despite the significant staff shortages, the dispensary team have worked extremely hard to ensure patient’s do not experience any delays to their prescription orders as much as possible.

At the end of July, we held celebrations for 2 members of our team, Olivia (dispensary) and Jo (phlebotomist) both completing 20 years’ service at the practice.

**Operations**

The second newsletter is available, this will be emailed to all our patients with an email address by the end of this week, it is also available in all our waiting rooms and on our website.

Our tenants from the NFU have vacated their office space, Dr Pickering and I will discuss this further with you at out meeting.

Daniel represented the practice at the Uppingham Forum to present the practice website, by all accounts this was well received.

Over 2000 patients have already booked their flu appointments, on either Saturday 7 October or Saturday 14 October. Out Patient Services Team are contacting those patients without a mobile phone registered to make them an appointment. There are still plenty of appointments available on 14 October. Housebound and care home patients will be vaccinated by practice nominated staff in the working week.

COVID vaccination clinics will be delivered by the ICB due to all Rutland practices taking the decision that there is no capacity (staff and time) to deliver this complex vaccination programme. A patient statement has been prepared by Rutland Health PCN and is awaiting approval by the ICB before it is released.

**Clinical governance**

The practice has received 2 complaints, both resolved informally (by GP face to face & Daniel via telephone). Following one of these complaints, we plan to review our patient pathway for patients suffering with acute urinary tract infections.

We have sent a warning letter to one patient regarding their behaviour directed towards a member of staff. We have had to subsequently seek indemnity advice due to the threatening nature of this person’s denial about events.

The practice has received 7 compliments since our last meeting.

I look forward to seeing you all on Tuesday 12 September at 5:30pm.

With thanks,

Vicki

**UPPINGHAM SURGERY**

**PATIENT PARTICIPATION GROUP**

**CHAIRMAN’S UPDATE**

**SEPTEMBER 2023**

I trust you are all well.

Since our last meeting, I attended a PCN PPG Meeting on 13 July, Uppingham First AGM on 17 August, Uppingham Neighbourhood Forum on 24 August, and Uppingham First Social Evening on 5 September.

**PCN PPG MEETING 13 JULY**

This meeting was attended by PCN staff, Practice Managers and Chairs from the other Surgeries within the PCN.

The key topic discussed at this meeting was the re-developed web site, which had been well received by patients, as a major improvement on the previous version.

There was also a discussion about some of the behind-the-scenes implementation issues experienced during the cut-over from the old system, but this must not detract from the successful efforts of those involved to provide an enhanced facility for all of Rutland’s patients.

The new arrangements now mean that each surgery has control of their own web site, so can manage and update content more readily.

**UPPINGHAM FIRST AGM 17 AUGUST**

This was the annual Business meeting, where Directors and other Officers were elected, and the organisation’s finances were reviewed. Details of this meeting can be viewed on the Uppingham First web site.

The future of the Hopper Bus was briefly discussed, and a more detailed review was postponed until the various quotations had been received for a replacement.

One of the subsidiary groups of Uppingham First is the Vanguard Board, whose key objective is to provide a forum for local landowners to meet with potential Property Developers in a convivial setting. It is this organisation which has facilitated the content of large elements of the revised Neighbourhood Plan, which will be voted upon by Uppingham residents early next year.

Clearly the impact of an additional 500 dwellings within the Uppingham town boundary will impact on local services, and it is with this in mind that representatives from the surgery and the PPG will be invited to a future Vanguard Board meeting, likely to be held in October.

**UPPINGHAM NEIGHBOURHOOD FORUM 24 AUGUST**

This meeting was well attended by representatives from various Town organisations, and presentations were delivered by VAR, the local Police, Daniel Medhurst and other key members of the Neighbourhood Forum Board of Directors.

Daniel demonstrated the newly installed web site, which was well received.

As usual, there were questions from the audience, which Daniel answered well.

**UPPINGHAM FIRST SOCIAL EVENING 5 SEPTEMBER**

The purpose of this evening, held at the Falcon Hotel, was to update various County and Town Councillors, the Mayor, Town Clerk, and Resident Association representatives on the history and achievements of Uppingham First.

Key among the presentations was that delivered on the history and achievements of the organisation by Councillor Ron Simpson.

A full write-up of this meeting will be made available on the Uppingham First web site in the coming days.

As part of this meeting, I was invited to deliver a short presentation on the surgery, and as part of this activity, delivered the latest set of statistics provided by Daniel Medhurst. As is often the case, those not familiar with the content of these presentations were somewhat surprised at the numbers involved, which helped provide a context for some of the issues they had experienced, e.g. items out of stock, telephone access etc.

**FUTURE MEETINGS**

I plan to attend the PCN PPG Meeting on 4 October, and the Uppingham Vanguard Board in October, once a date has been finalised.

Regards,

John Leslie

Chairman

Uppingham Surgery PPG