**PPG MEETING Minutes**

**THURSDAY 16TH FEBRUARY 2023**

**Attendees:** John Marsh, Marilyn Bingham, Peter Burrows, Norman Windsor, Alan Hughes, Lee Chapman (editor of the Woodhouse Warbler)

**Apologies:** Peter Sutcliffe,

**Start Time:** 13:00

**Finish Time:** 14:20

**Guest:** Lee Chapman from Woodhouse Warbler

Lee attended the meeting to give an overview of the Woodhouse Warbler and the relationship that the practice historically had with them. Lee explained that he worked closely with Dr Frith, and then Dr Butt, Carla and Ros. It was discussed that the WW was used to provide a PPG and clinical perspective to the reader, and that it was an opportunity for the surgery to share information with their patients. LE stated that during a discussion with herself and Ruth, a concern had been that not all readers of the WW were registered at Oakwood Surgery, and that it would not be accessible to the Bull Farm patients. It was suggested that a couple of copies could be left at the BF site for patients to take if they wish, or read whilst on site.

LE and Lee discussed possible content that could be included in the next edition such as cost of DNA’s, any change in processes, information on the BP machine, or anything that was relevant at the time. JM suggested later in the meeting that in relation to the phone lines it would be useful to share with patients the efforts that had been made by the surgery to improve accessibility to the practice via telephone. Lee said that it would be good for him and the practice to rebuild the relationship that they had historically. LE said that perhaps this had been lost in translation due to the turnover of staff at the practice. **Action: LE to speak with KB and work together to issue something for the Summer (June) edition.**

**Minutes of last meeting:** It was agreed by the group that they were happy with the content of the previous meeting minutes. In the absence AH we did not revisit the minutes but worked through the actions listed below.

**Actions from previous meeting**

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| **Action** | **Completed** | **Other** |
| Lorna to monitor any responses to DNA Letters. | Yes | To date no responses contesting letter. Still No complaints/ responses to date. |
| Lorna to chase fire risk assessment from general office | In Progress | Update= David Murray (Facilities co Ordinator Notts) has advised that the practice complete their own FRA and escalate any issues to NHS property services but also communicate this to himself. LE updated the group re the visit from Lee Hague LMC who has advised that we book our own FRA by an external body. Norman recommended Leeming lane fire rescue service. Managing Safety The institution of occupational safety and Health (internal person) Norman gave LE Health and safety documents that he knew would be useful for the practice to have access to.Devon- Marlowe Fire & Security will be completing a risk assessment on behalf of the surgery- surgery have paid for external agency to complete. |
| Text Reminders to be turned on to allow comparison of DNA Figures. | Yes | Comparison of figures added to agenda for 15.12.22Explained the figures to the team and the breakdown of the figures eg smears and Child vaccinations. Explained that the practice is looking at there in house protocols. It was suggested that it may be worth issuing what these means in terms of costs- KMH use this approach. KMH also contact patient to check that they will be attending an appointment “yes” or “No”See Agenda for 16.2.23- up to date figures, breakdown of appointments and costings |
| Newsletter to continue and to be made available at BF and Oakwood surgery/pharmacy. Lee to be given Lorna’s details to share newsletter in wider forum. | Partly completed | See attached December Newsletter to be shared with the wider patient population. Lorna has not received any correspondence from lee to date. Andrew H has now given LE a contact number for Lee, and has confirmed that he is expecting a call. LE will get on to this. Added to agenda 16.12.23 |
| Patients recording BP in practice- potential for this to be during flu season? | Partly completed | Spoke to RH/HC about how this will work logistically- to feedback to group and check availability. Marilyn came for annual Blood test asked for BP to be taken, said no haven’t got time only got a 10 min appt-do you have a BP monitor at home? Responded yes, but how does Marilyn know what her BP should be. Nurse wrote down advice for Marilyn what BP should be- If BP Low we don’t tend to do much about it. Consensus was that patients may not want to do it in public and that asking them adhoc may not be the way to go forward as there may not be the uptake. The group felt that they were not clinical enough to answer questions that patients may have in relation to their Blood pressure reading. Added to agenda 16.12.23 |
| Waiting room sign for upstairs causing confusion- to be moved | General Office not completed | LE has reported to general office |
| Appointment cards state that prescriptions cannot be ordered via telephone. This information is not correct. | In Progress | Issue has been raised- huge delivery received recently- to use backlog and speak with suppliers re updating the information |
| Recall information to be shared with the group after LE has spoken to Holly | See Agenda |  |

**DNA Figures**

A separate document was shared with the group which gave details of the January DNA figures, (See attachment). It had been suggested in a previous meeting that listing the actual number of missed appointments and translating this to cost may be useful in changing patient attitudes to attending appointments. We discussed that this information should be laminated and displayed near the check in screens, so as to not get lost amongst the other posters etc. See attachment for the figures that were discussed.

**Newsletter distribution**

See entry above for Guest: Lee Chapman. Lee did explain that the distribution of the WW was 9,100.

**Recruitment Update**

LE shared that the last meeting minutes 15.12.22 gave details and confirmation of historical recruitment and that these staff members were now up and running.

In terms of new recruitment updates, LE shared that the surgery had welcomed a new female GP Dr Mathew who was currently working Monday- Thursdays, AM only. Several of the PPG members gave positive feedback after they had seen Dr Mathew. They said that she was lovely, thorough, and that they felt that they had been listened to.

LE also informed the group that HCA Wendy had left the surgery as she had taken the decision to move to Plymouth. Everyone wished Wendy well. In addition to Wendy LE advised that secretary Dina had also left the practice to join another practice.

LE shared that interviews were taking place this Friday 17th February for the recruitment of additional receptionists. This was to fill in the gaps within the reception team to assist with workload etc.

**How can we support Carers / What are the practice doing so far..**

It was discussed in a previous meeting that LE was now acting as carers champion for the practice. LE told the group that another staff member, receptionist Kate, had also come forward to volunteer to share the role. LE explained the role of a carers champion was to be a point of call to all patients who are registered with the practice and who identify as a carer. LE explained that this does not have to be a formal carer, but can be anyone who has someone who relies upon them to complete daily chores. LE also stated that the person being cared for does not necessarily need to live in the same household as the person caring for them. LE also said that the carers champions can support the clinical and non- clinical staff within the surgery with signposting carers to appropriate groups or support.

LE talked through the carers register that the practice have, and explained that this had recently been worked through to ensure that it was as up to date as possible. Moving forward there is project work relating to the list to ensure that carers receive the support that they are entitled to. This includes, sending out text messages with questionnaires to assess the carers needs, access to information of groups that may help them, and looking at setting up a re call list to offer a carer a health check regardless of their age.

LE shared the data that the practice had in terms of number of young carers which at the minute was 0. LE said that this figure almost did not ring true because there are young carers out there. Ofsted are currently working with schools and by October 2023 all young carers must be recognised and registered, and the data submitted to Ofsted. LE said that following a meeting with a lady called Alison on 16.02.23 who supports the carers champions, that Alison will be speaking with local schools to see if they can work with Oakwood Surgery in supporting young carers.

Due to the work completed the practice have been awarded the carers quality marker and are recognised as a Carer friendly practice.

**BP Machine at Mansfield Woodhouse surgery**

It had been spoken about at previous meetings that there are many patients registered at the surgery who require an up-to-date BP reading. We had discussed concerns surrounding the PPG supporting patients in completing this using the machine in the waiting room at the Woodhouse site. The main concern was how the patient would be supported if they had a high or low BP reading and what the follow up process was. LE explained that our clinical pharmacist Brigitte had put together a protocol for patients to follow when taking their BP reading using the machine. This ranged from printing the results and asking reception to file them, to booking a follow up appointment or urgent appointment with a GP. LE explained that she would bring the document with her to the next meeting once this had been signed off by the GP partners.

**Phone data for project- deadline Feb 23.**

LE shared that the practice had been working on a quality improvement project relating to the phone lines. As an overview the data had showed an improvement in 2 specific areas: 1) The number of calls coming into the surgery: The project aim was to try to decrease the number of calls coming into the practice when they could be dealt with elsewhere. LE gave examples of how the practice had done this such as online appointment booking, increased pre bookable appointments (to avoid patients having to call back at 08:30) and pre asthma questionnaires being sent via text messages.

2) Percentage of calls being answered: LE explained that overall this had improved but that there was a dip in December of this year. This was due to 23 reception shifts being impacted by sickness. Also, there were 20 days in December available to book an appointment due to bank holidays in comparison to 22 in November.

LE explained that there had also been a big piece of work completed by the management team and reception leads in monitoring the call queue and the time that it was taking for the calls to be answered. Data had been shared regularly at admin meetings. Feedback from any verbal complaints was also given at admin meetings and staff reminded of the importance of answering the phones in a timely manner and from 08:30 in the morning.

**PPG Development workshop- 12:00-13:30 28th February Via zoom**

LE gave details of the workshop below and said that she would share the link as part of the meeting minutes, (see below). LE said that there was absolutely no pressure for the group to join but If they wished to then that would be great. LE will be joining the workshop herself from home, and will give feedback at the next meeting.

**Reminder! PPG development workshop 28th February**

Just a reminder to all primary care staff and PPG members to join a Development Workshop on recruiting to and maintaining an effective PPG, which is being held virtually on Tuesday 28th February, 12pm to 1.30pm. This session has been coproduced with existing PPGs members and will provide you with top tips on recruitment, ideas on how best to support and work with your PPG, and an opportunity for you to ask any questions you may have.

You can register via this link: [https://us06web.zoom.us/meeting/register/tZMrf-qspzoqG9OHxyuh7083mTZXCBRyt1u1](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fus06web.zoom.us%2Fmeeting%2Fregister%2FtZMrf-qspzoqG9OHxyuh7083mTZXCBRyt1u1&data=05%7C01%7Clorna.english1%40nhs.net%7Cd6ea192b90684b04461e08db0db48619%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638118844489715507%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=LM7iURo9XnS56r6mb9259QLDJ36XqRmX1Tg1j5KylFk%3D&reserved=0)

**Recalls**

LE gave an overview of the project work that was being completed on the practice’ recall system. LE shared that the main aims were to

* Streamline the recalls so that patients with multiple conditions were only called in to the surgery for one appointment.
* Streamline the recalls so that patients were called in on their birthday months for their review.

**AOB:** PB explained that his wife had contacted the surgery after having a brain scan at KMH. We had not yet received the report and he was told that usually no news is good news. PB said that in relation to a routine Blood test this was okay but that this was very sensitive. LE agreed and said that it would have been useful if the report had been chased or further assistance offered. Marilyn did say that she had a positive experience in relation to results as she had been for an X Ray on the Monday and received a text message on the Tuesday actioning the results. LE said that it is not always about us having the results but how the call is dealt with.

LE addressed the fact that we had previously discussed a GP Partner being present at the meeting. LE stated that this had not been ignored, and that the reason for a GP Partner not being present today was that Dr I Butt was the only person on site and he was scheduled to attend a safeguarding meeting. The group understood and said that it would be useful/ nice for a GP partner to be present where possible.

**Date of Next Meeting :** Thursday 20th April 2023 @ 13:00