**PPG Meeting Minutes**

**Thursday 15th December 2022**

**Attendees:** Andrew Hughes (Chair), Peter Burrows, John Smith, Alan Nash, Norman Windsor, John Marsh, Marilyn Bingham, Lorna English

**Apologies:** Alan Hughes,Peter Sutcliffe, Lesley Watkins,

**Start Time:** 13:00

**Meeting Closure:** 14:30

**Minutes of Last Meeting:** Andrew asked whether everyone had taken the chance to look at the minutes. Discussed the CVS driving a campaign to patient accessing appointments online via the NHS app. Confirmed that this has been put on hold.

In relation to the mobile vaccination centre LW has confirmed via email that this has been running. John M confirmed that there is an article in the Chad giving information of where the mobile vaccination clinic is running and when.

Alan gave an example of his wife who had had her flu vaccination cancelled and whether this could have been administered by this service. Norman stated that he had his flu vaccination at Boots chemist with no issues. Marilyn said that she had been at BF for her vaccination with no issues.

Patients having access to extended hours information was discussed and LE explained the complexity in the agreement with other surgeries regarding access to appointments at the alternative sites. LE explained that patients who were being seen at other practices had experienced issues, for example not being able to receive a sick note or certain elements of the appointment having to be completed at their own surgery. It was agreed that the extended hours information for Oakwood Surgery would be issued in the Newsletter/ The Woodhouse Warbler. John fed back that the extended hours section of the Newsletter was confusing- due to confusion re PCN meaning and the fact that some of the Saturday dates had passed. It was agreed that LE would ensure that there was an explanation/ more understanding during the next Newsletter and that the dates were as up to date as possible.

**Actions from previous meeting**

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| **Action** | **Completed** | **Other** |
| Flu clinics to be bookable online | Yes | N/A |
| Once Extended Days and Hours decided would be useful for patients to have a visual | No | Agreed 15.12.22 for Oakwood Surgery’s extended hours to be published in Newsletter, ensure on website and facebook etc too |
| Lorna to monitor any responses to DNA Letters. | Yes | To date no responses contesting letter. |
| 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. |
| Fire actions in relation to fire risks in the building and escalating to MP | In progress | See Above- |
| Technology and apple phones, smart phones etc having capacity to do ECGs? What are our policies | Unknown (Ruth on annual leave) | LE sent email to Ruth to check as Ruth currently on annual leave. |
| Text Reminders to be turned on to allow comparison of DNA Figures. | Yes | Comparison of figures added to agenda for 15.12.22  Explained 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” |
| **Action** | **Completed** | **Other** |
| 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. |
| 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. |
| LE to look in to whether if a patient is registered for “patient Knows best” at KMH they would need to register again at their GP practice | Yes | Confirmed that once a patient is registered, they will not have to register again. Marilyn confirmed that this is the case. |
| Waiting room sign for upstairs causing confusion- to be moved | General Office not completed | LE has reported to general office |
| LW To look in to whether the mobile vaccination clinics would be running for the Covid vaccinations. | Yes | Confirmed via email that the vaccination service is currently running. |
| NHS App- LW to feedback the fact that even if a patient has third party consent/access for another patient that they are still unable to order prescriptions | Yes | Currently on hold |
| Lorna’s contact details to be given to Lee | Yes | Lorna has Lee’s contact details |

**DNA’s/ Text Reminder Update**

As above this was discussed as part of the DNA figures above and explanation of breakdown. PPG group fed back that the number of appointments would be a useful figure, and with the total cost etc.

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| --- | --- | --- | --- |
| **Month** | **Smear DNA's     (Hours)** | **Child Imms DNA's  (Hours)** | **Total DNA's                         (Hours)** |
| October | 4 | 4.6 (14 appts) | 53.5 |
| November | 2 | 5 (15 appts) | 41.15 |

**Online Appointments**

LE explained that online appointments can now be booked online. Marilyn confirmed that she had booked an appointment for her husband and it had worked well. LE explained that these had previously been telephone and face to face appointments. However, due to the complexity of a telephone appointment, (eg the patient remembering to provide a telephone number, the GP being aware that it is a telephone appointment, and the patient understanding that they may not be called at a specific time), this was altered and all online bookable appointments are face to face.

**Patient Access to online records update**

LE discussed the online access to records that had been spoken about in the previous October meeting. In the October meeting it had been discussed that there were concerns in relation to the safety of allowing patients to have access to their records. This was mainly in relation to patient results and patient letters. LE explained that the practice had worked hard to ensure that they had safety netted the above, which included many meetings and also the introduction of several new policies for clinical and non -clinical staff to follow. The day that the project was due to go live NHS England decided that it was not safe and that practices were to cease with this process. There has been no future date given as to when this will go live. Although it is frustrating due to the work completed, the surgery feel that they are in a good position should it be decided that the online access project will go live.

**Recruitment update:** LE updated the group that the staff mentioned in the previous meeting had now joined us. This included a female GP who works on a Monday and a Tuesday.

LE also said that although a receptionist Lauren had left the practice, she had since returned and was an experienced receptionist and valued member of the team.

**Anna- Health and wellbeing coach-** Will add to the next meeting

**Carers champion (s) at the practice- Plan of action 2023**

LE explained that as part of her role she was reviewing the practice policies that were outdated. She had recently reviewed the practice carers policy and as a result had completed several actions for the practice to move forward with the support that they offered carers. LE had a meeting with Alison Hill who offers support to general practice in how they reach out to carers and what services they can be offered. LE has volunteered to be the practice carers champion and is currently working through the patients on the carers register- updating those that are no longer carers and seeing how the practice can offer support for those that are.

**Ideas for patient awareness/events 2023- upcoming NHS weeks- eg diabetic awareness week-** Will add to next meeting

**AOB-** Recalls, and patient feedback that they were not receiving what they expected to be their annual check up. LE explained that Holly the Assistant PM was working on a big project in relation to the recalls process at the practice. Good feedback for Kelly. Alan explained had thorough check in October 2020, was agreed at the time would be done near his birthday and that it was not as thorough as the previous appointment- patients need to understand why this is. **Action:** **LE to speak to HC regarding this**

Pass on regards to Dr Sanders.

Pass on Christmas wishes to all staff on behalf of the PPG group

GP attending the PPG meet- useful to have a GP Partner at meetings in the new year

John feeding back on Bull Farm- he and his wife had Blood test booked. Was grandsons graduation so rearranged. Had cancelled previous appointment and rescheduled for one week later. Was given an appointment card, as walking from reception to reception looked at card- both John and his wife have repeat prescriptions- looked on the prescription and message was to order prescription online or telephone, not face to face. Says inside appointment card re prescriptions “we will be unable to accept orders for prescriptions via telephone.” Spoke to Kelly the Healthcare assistant- who said that they are out of date. Appointment cards. Confirmed that patients can contact the prescription line via telephone (excluding Weds afternoons) to order repeat prescriptions.– **Action: LE to check where we order them from and how we update them.**

**Reordering of medication-** If patient requires medication review this needs to be booked when issuing 1 months worth of medication otherwise the patient is experiencing the same problem the following month.

Date of Next Meeting: **Thursday 16th February @ 13:00**