**Patient Participation Group Meeting Minutes**

**Thursday 9th June 2022**

**Attendees:** Ruth Helliwell, Holly Colton, Lorna English, Dr Femi Fenojo, Pete Burrows

**Apologies:** Alan Nash, Lesley Watkins, Jayne Bouch, Pete Sutcliffe, John ?

**Start Time:** 1pm

**Meeting closure:** 1.30pm

**Introductions:**

All attendees introduced themselves to the rest of the group. This was useful as the surgery has recently recruited some new members of staff.

**Minutes of Last Meeting**

The minutes of the last meeting were accepted as a true and accurate record of what was discussed.

**Bull Farm Opening Hours Change**

Over the last couple of months Ruth has been asked to undertake some additional patient engagement with regards to the Bull Farm Opening times. To support this Ruth created a 17-page report which was based on the responses of 95 patients.

The report highlighted the following statistics:

* 81% of patients stated that they had not wanted to visit Bull Farms reception after 5pm since October 2021
* Of the 17 patients that had stated they wanted to visit Bull Farms reception after 5pm since October 2021, 82% (14 of them) contacted reception in another way
* 79% of patients selected 0 out of 10 or No Impact when asked “How much of an impact has the reception at Bull Farm branch closing at 5pm since October 2021 had on you?”
* Of the patients who stated the changes had a high impact on them, 100% use a car to access Bull Farm Surgery and 80% stated that they have visited Oakwood surgery at least once since the changes in October 2021
* Every age group responded to the survey and some of which have long term medical conditions.

In October 2021 the opening times were changed at the Bull Farm Branch and the reception staff were redistributed throughout the day to ensure that calls to the surgery were answered in a timely manner.

* In September 2021, 9000 calls were abandoned by patients
* In January 2022, this figure has decreased significantly to just over 4000

At the end of May Ruth received the following email from the CCG:

*Thank you for your patient engagement, which was presented to the Primary Care Commissioning Committee on 18th May 2022. The committee noted additional engagement had taken place, and they acknowledged the positive results of the survey. The level of information provided was sufficient to the requirements, and the committee were satisfied that the reduced opening hours at Bull Farm branch site of Oakwood Surgery has not impacted on patient need.*

*Thank you for all of the hard work you have put into this over the last months.*

Ruth is very pleased the changes to the opening times have now been authorised and signed off by the CCG and would like to thank the PPG for all their support in this matter.

**Recruitment Update**

Holly Colton, Assistant Practice Manager and Lorna English, Quality Service Supervisor have recently commenced their employment with Oakwood Surgery. Both members of staff are settling in well and looking forward to meeting with the PPG in the future.

Ruth has asked Lorna to contact all members of the PPG to introduce herself and ask if they still wish to participate in the group. Lorna will also set out a campaign to highlight the purpose of the PPG and enrol any other patients that may be interested.

Gemma Bird, Lead Nurse will join the surgery at the end of June. Gemma has some CV’s already for other members of nursing staff we may wish to employ as we have recently been informed one of our practice nurses will be leaving at the end of June.

**Potential changes to extended hours from October**

We are aware there will be changes in the future to the extended hours scheme but are unsure what this will look like. On the PICS scheme we currently cover every Friday evening and occasional Saturdays. The surgery also covers Wednesday and Thursday early mornings and evenings as a part of a different scheme. The requirement for this is 30 mins per 1000 patients per week.

Once the two schemes have been amalgamated the PCN will need to provide 60 mins of appointments per 1000 patients per week. This may mean that surgeries will need to provide cover for 9am – 5pm on a Saturday and 6.30pm – 8pm on a weeknight.

There are certain complexities that come with this as for instance on a Saturday we do not have anyone to collect the bloods and take them to the hospital. Some of the staff also have fears over burnout and childcare issues and the weekend work will be in addition to their working week.

The CCG have stated that the PCN need to write a business case. In the absence of the PCN manager, Ruth has been nominated to attend a meeting on Friday 10th June 2022 to discuss the requirements and assist in writing the business case.

**Patient Knows Best**

Patient Knows Best provides patients with a way of sending online consultations to the surgery via the NHS App. Ruth and Holly met with the IT department last week to discuss how we could use PKB and the benefits for the patients. It was suggested that we initially opt for 1 type of consultation e.g. request for continuation of sicknote. Once the surgery is comfortable with the functionality, we can use it for other aspects such as prescription queries or long-term condition reviews.

We have now returned all the paperwork to the IT department and have a session booked in for 29th June so that the IT department can understand our processes and how we integrate PKB. On this date we will agree a training and go live date.

**GP and practice survey currently ongoing**

Every 5 years the doctors must ask patients they have seen to complete an anonymous survey. All doctors need to have 28 responses from patients before they can be submitted.

**New badges**

During the recent security audit, it was highlighted that staff do not have name badges. All staff have now been provided with a new name badge showing their first name and job title. Staff must make sure they are wearing their name badge whilst in the building.

**Date and time of next meeting**

Thursday 11th August 2022