

Musters Medical Practice Patient Participation Group (PPG)

Meeting minutes

9th April 2024 5pm-6.30pm face to face meeting

Attendees: Paul Midgley (PM), Louise Duffield (LD), David Bogod (DB), Soraya Radjabi (SR), Paula Maling (PaMa), Emma Strzelec (ES), Guest: Elena Hinton (EH)

Welcome & introductions: Elena Hinton (Physician Associate) was introduced to the group

Apologies for absence

Martin Hedley. Wanda Martin works in London on Tuesdays so currently cannot make meetings but still wishes to be involved and will attend when possible.

Post meeting, PM discovered that Jane Scarborough and John Burnett had tried to join on MS Teams but the link was not opened to allow them to participate. PM profusely apologised. Blended meeting option remains for future meeting attendance and PM will ensure to routinely include online joiners at all future meeting.

Update: PPG members had enquired about Mike Prior as he has been unable to join meetings recently. We are aware that Mike is really struggling with his mobility and general health. As above, if Mike wishes to join PPG meetings via the video link that option will be available. We wish Mike a speedy recovery and hope to see him in June.

Declaration of any conflicts - none

Review minutes of February's meeting – minutes accepted as accurate.

Summary of February/carried over action points: (red = outstanding)

- ES to invite Elena to talk PPG through her PA role on 9th April - done
- ES to share photos from Gavin's retirement for LD to post on FB - done
- **ES to ask Cassie Leathen to meet with PM, DB and SR to see what support she needs from PPG to champion increased access to practice services digitally – outstanding (Cassie has not been around as much so ES to make a dedicated time to discuss)**
- **ES to provide Cassie's monthly 'get online' drop-in clinics dates to LD, PM, SR and DB – as above**
- **ES to ask Cassie if its possible for PM to add content to PPG page of Practice website so ES can delegate – as above – in mean time ES will add minutes, PM to send over last few sets redacted as necessary**
- ES to encourage reception to check preferred method of contact every time a patient engages with the practice and to put notices in reception and on the TV about updating contact details done, ongoing
- **ES to share FFT spreadsheet with PM & MH to understand key issues raised and to help construct a patient questionnaire.** Paper copies were shown at last PPG but ES will provide copies to PM and see if text responses can be collated especially verbatim comments. **Deadline: end of April** – email me and I'll pop in and collect them

- ES to send email to PPG inviting their views on the Practice vision – not done – but ES is interested so please send your ideas. July has been earmarked as the time for next practice session to develop the Vision.
- **All- pre-July send your ideas for the Practice Vision to ES. Good topic for the June PPG meeting**
- **ES to action changes to Practice website PPG section re: members names, upload ToR and minutes of PPG meetings – partial – members names done, not uploads**
- ES to add “how to” NHS App resources from Digital Notts website to the Musters website - done
- **ES: provide laminated Spring newsletter copy, stick to reception, and also provide paper copies to take away – not done as just been published.**
- ES: to re-send GDPR request to PPG members ask permission for details to be used by PM - done
- **ES to liaise with Charlene re handing over the FB site admin from LD. Not completed but underway.** FB practice ID has been created and awaiting FB approval so LD and Charlene can be friends then LD can share admin with Charlene. Due to large workload to hand over from ES, Charlene has had to prioritise work and meeting LD to handover comms isn't yet a priority
- LD and ES to liaise re Newsletter content specifics before end March -done.
- LD to add photos from Gavin's retirement to Facebook page - done
- **LD to arrange a meeting with Charlene in early March to hand over the FB site admin – see above – will be delayed till Summer once ES priority tasks handed over. LD needs to explain the easiest way to transfer FB admin**
- **MH/PM to discuss in March patient questionnaire once FFT data sent through by ES – not done – awaiting MH return from holiday and ES sharing latest FFT data**
- **PM, DB and SR agreed to discuss Digital Champion support with Cassie Leathen – not done – awaiting ES and Cassie meeting and date to meet Cassie (Teams is fine)**
- PPG to review Practice website and offer feedback to ES by end of February 2024 – done – **request made to re-institute the news banner to allow hot news to be obvious e.g. practice closure times during holidays, Protected Learning times, etc – ES to chat to Cassie if this is possible**

Practice update – ES

- **Website** – PPG page – **PM please send over ToRs and copies of recent minutes** and these will be uploaded. Needs to look into whether PM can be allowed to do this, will chat to Cassie Leathen to confirm. Re-instating home page Banner for hot news another topic to discuss with CL
- **Spring Covid Booster clinic 26th April** - >75s and clinically vulnerable invited, big take up. Its happening alongside usual morning surgery so will be busy. Volunteers commandeered for 2 hour shifts starting 8am PM/SR, 10am DB/PaMa, 12pm LD + tbc. **Additional volunteers welcome!!** Tasks: registration and checking personal details eg take mobile number for future contact with MMP
- **Research** – MMP has been successful in applying to be a Research practice. ES has done training and will be the admin lead. Laura Turnbull is the clinical lead. More at

next PPG meeting to understand the full benefits and any assistance needed from the PPG to communicate these to patients.

- **Staffing** – Caroline is leaving reception and Charlotte has already been recruited so no downtime.
- **Phone access** – the 3 lines seem to be working correctly now, all inbound calls are being equally split and there have been no complaints. PM and DB have both had very good, quick experiences accessing by phone in last month. A new system that can allow a call back is being considered across Rushcliffe.
- **NHS App clinical queries** – these have been switched on but there is a maximum quota of 7 per day, at which point the App declines any additional queries. This is to manage workload. In time this caveat may be dropped as some days fewer than 7 requests come in via the App. Watch this space.
- **Patients' up to date contact details** – reception team have been asked on every call to validate patients' details and gather mobile phone numbers to allow text communication eg appointment confirmation/cancellation efficiency. Happening to a varied extent, all new staff are doing this. Covid booster clinic is another opportunity and PPG volunteers will be taking these details using Partners Health ipads.

Physician Associate (PA) role – EH

- EH graduated in Biomedical science then took a 2 year Masters in Physician Associate both at Uni of Worcester. Started work at MMP in April 2023 before finishing Masters, as a phlebotomist. Qualified fully in October 2023 and started PA role immediately.
- EH is the second PA to join MMP. Bryony Pears started 2.5 years ago and patient feedback has been excellent hence the desire to have additional PA capacity.
- PA role introduced to General Practice as part of the Additional Roles scheme linked to the Primary Care Network initiative starting in 2019
- PA role covers all aspects of being a doctor but without the ability currently to prescribe.
- PAs have a GP supervisor for every clinic they run, Every GP partner does supervision work at some point so PAs get to know all the GPs.
- Supervision includes being able to check the PA's recommended action plan, helping with any clinical uncertainty, and recommending prescription where needed. A full debrief is carried out at the end of each surgery clinic session.
- PAs will be registered with the General Medical Council during 2024.
- Interesting historical note – PAs have been in the UK since mid 1990s and DB was one of the first Doctors to introduce PAs into practice in Nottingham anaesthetics
- DB asked – do patients understand that you're not a doctor, and is that made clear to them by the reception team that the appointment isn't with a doctor? EH always fully introduces herself at the start of each consultation, the scope of the roles, and the GP supervision. PM and DB confirmed as had seen EH in March. Patients do not push back – the experience of Bryony and EH has been really positive. Staff also very positive. **Suggestion that practice TV screen has information about the PA role to increase patient awareness. And patients get a standard narrative from reception**

when being booked in with a PA. Also Summer newsletter to include an article with Bryony and Elena.

- EH loves the PA role and working at MMP as part of the team and feels valued and fully included. Would like to specialise in women's health eg contraceptive coil fitting.

Future of Health event – PM

- Few spaces remain so PPG encouraged to book asap. DB booked on the spot.
- 100 local residents will attend alongside speakers and >30 local health and care service providers and charities so there will be lots to learn and bring back ideas to MMP PPG by attending.
- Last few tickets remain so book here ASAP [Future of Health in Rushcliffe Tickets, Thu 27 Jun 2024 at 14:00 | Eventbrite](#)

Communications update - LD

- Spring Newsletter published and on MMP website. **Paper and laminated copies in reception still required (action ES)**
- Facebook being regularly updated, 100 followers, and 218 views in March.
- As discussed above, handover to Charlotte not straight forward due to admin permissions and ES prioritising Charlotte's workload in her 16 hours/week.
- **LD to speak to Charlotte/ES to explain about using personal details vs fake practice FB profile and how this can be done safely to speed up process**

June agenda items

Focus topic: Research Practice status, what does this mean – ES and Laura Turnbull to present. **ACTION: ES to invite LT or if not available to get a written summary paper of the clinical and patient benefits of Musters being a research practice**

All – discuss Practice Vision.

PM will send out meeting invites from now on – GDPR permissions received from all PPG members to be contacted re PPG matters. This will start with the minutes and actions from this meeting.

Agreed actions and close 6.30 – actions captured in the summary starting on page 1 and highlighted in red thereafter. Summary of actions will be emailed along with Minutes to PPG members.

Next meeting 4th June

(please note date change from previously advertised) – blended meeting both in person and on Google Meet – if attending virtually please let Paul know in advance