

## Musters Medical Practice Patient Participation Group (PPG)

### Meeting Minutes 8th August 2023

Next meeting 10<sup>th</sup> October 2023 6pm-7.30pm at the Practice upstairs meeting room

**Attendees:** Paul Midgley (PM, Chair), Soraya Radjabi (SR), Paula Maling (PaMa), Emma Strzelec (ES), Leanne Hennessey (LH)

**Apologies:** John Burnett, Mike Prior, Louise Duffield. Dr Gavin Derbyshire, Nicky Grant, Jane Morris

**Welcome and round of introductions** – all.

**No conflicts declared against tonight's agenda items.**

**Minutes of last meeting confirmed as a true record.** See copy below



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#### **Actions from previous meeting:**

All actions reviewed.

**ES** to add message to phone AND website about availability of appointments with the Physician Associate (PA), pharmacist, physio and social prescribers.

PROGRESS: ES has contacted Janice Monk at NHIS but no response yet.....

**ES/PG:** invite NG into practice to discuss use of SystemOne to address appointment-making issues raised, and difficulties they are experiencing.

PROGRESS: NHIS have been into the practice to provide additional group training and are offering 1:1 sessions with staff who missed the sessions.

**ES:** put information about Self Care and Food Banks on Musters website and link to PCN website

PROGRESS: new website under development so any new content will await the new platform. A common platform will be used by all Rushcliffe practices and can include a PPG area. Kai Pitman will be responsible for the combined websites platform upgrade.

**ES/Kai Pitman:** liaise to arrange for Musters patients-specific NHS App session.

PROGRESS: ES has made contact, KP to provide dates

**LD/ES** liaise re: FB and newsletter

PROGRESS: LD/ES met early August and agreed to publish newsletter early September.

**JM/ES/PG:** liaise re optimising NHS App for care navigation, messaging, triage etc

PROGRESS: Messaging is now enabled; appointment booking for non-GP appointments is next on the to do list, e.g. ante natal checks, nurse appointments. Meeting next week with Jason (NHIS) to enable this

**ES:** send questionnaire to PPG ahead of CQC review call – done – see CQC feedback below

**ES/JM/MP** discuss FFT re-boot post CQC discussions

PROGRESS: quick win done – paper copies of the Friends and Family Test feedback are now in reception and there's a postbox to put them in. Next step will be to analyse and develop specific questionnaires with PPG input.

**ES:** contact Gwynneth Owen re Dementia friendly practice walk round and QPDM session – still to be done

**ES** to meet with Castle Business manager (Lisa Sullivan). Social prescribers and PPG chairs to discuss possibility of developing an Embankment Patient resource centre to support patient selfcare/health engagement

PROGRESS: ES/LS have met and are building a rapport. Small improvements have been made in relationships eg MMP receptionists have been trained on what to do if the lift breaks down, previously only Castle team dealt with this. There is much more cooperation that can and should take place between the two practices.

**ALL:** review draft terms of reference and feedback suggestions to PM before next meeting

Progress: see later in the minutes. No feedback received from PPG members....

### **Practice update: ES**

#### 1. CQC remote monitoring call – 12<sup>th</sup> July 2023

After a long gap, CQC did a virtual validation call with ES, staff and GPs. Purpose was to 'check in' including reviewing patient feedback. PPG members' feedback was welcomed – ES expressed her thanks to the PPG for the quick turnaround.

Overall feedback was very good. There were questions about appointment availability. CQC will be changing their assessment regime soon. The formal email follow up response was very concise and confirmed that there are no CQC concerns about Musters Medical Practice.

#### 2. Reflections on the PPG:

ES is keen to engage the PPG to support the practice.

As part of the ask of the GP partners and ES to review the existing PPG Terms of Reference, ES did a desktop review/ring around of other PPGs to get a sense of how different PPGs operate and discussed with the partners. Whilst most of the ToRs are considered fit for purpose, there were a few areas that the PPG should consider when re-drafting at the October meeting:

- **Practice attendance at PPG meetings:** ES to attend all PPG meetings. Other staff only to attend on request to speak to specific topics
- **Frequency:** ideally quarterly – which also fits in well with the current newsletter cycle
- **Chair role:** needs to be for maximum 5-year term, after which elections take place

See below a draft which addresses some of the NHS changes since last ToR were agreed in 2017....



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### 3. Patient feedback/surveys:

the Practice is keep to do an annual survey, in addition to the FFT continuous feedback, and the IPSOS patient survey done through NHS England. Would appreciate the PPG's support with this. Also happy to support ad hoc surveys on topics the PPG may feel are important. Can utilise text messaging e.g.

In terms of FFT, may also gather post-appointment feedback via 'smiley faces' on an i-pad and via text message responses in future.

### 4. ES's first 6 weeks in role: initial reflections.

Good team, patient focused, staff are good, motivated. ES is working very long hours, 10 hour days, weekends too, as wants to get across all systems and processes and meet everyone in practice and local organisations as soon as possible. Likes to meet face to face to help build rapport.

Reception team are really good, go above and beyond to help.

Practice does invest in the staff e.g. Cheryl who started as a phlebotomist, then trained to become an HCA, now training to be a nurse associate and do baby imms.

The Partners are keen to improve care and how the different teams work together. GPs already have protected time each week to share learnings etc, but nurses didn't so dedicated time has been set aside for weekly nurse meetings. Reception members will also be invited to attend these to provide feedback/2 way learning.

Big opportunity is to support staff wellbeing by sharing things across traditional professional groups, breaking down barriers between GPs, nurses, admin/reception and ARRS staff (such as social prescriber, pharmacist etc). QPDM is one way but not frequent enough.

Identified a need to better use shared communal spaces to allow this to work informally.

Staff room is functional but not welcoming so little used. Potentially make use of the upstairs meeting room??

This could also be used to mix Musters and Castle staff to improve cross-practice relationships.

Rushcliffe PCN: most of ES's interactions with PCN colleagues has been on MS Teams meetings so hasn't had an opportunity to really build proper links. Has started to build links with the PCN staff based in Embankment building e.g. Kai Pitman, and others. Has met Nikki Lucas – Operations Manager and Practice Manager for Gamston and Radcliffe practices.

### 5. Flu and [COVID] vaccination clinic dates:

Sunday 1<sup>st</sup> October and Saturday 7<sup>th</sup> October are suggested dates. PPG members who can spare some time are requested to volunteer to help with the smooth running on these dates. **Please send your availability to ES.**

### 6. Christine Jones

ES informed the PPG that Christine Jones has left the practice and has another role elsewhere. The PPG wished to pass on their best wishes to CJ and thank her for supporting the PPG over a number of years.

**Social Prescribing update: LH**

LH is now fully focused on providing support to Musters patients. Her caseload is 70 patients, with a small waiting list. Referrals come from GPs, practice nurses and community staff e.g. District nurses. Key underlying issues for referral include social isolation and mental health problems. In terms of reducing social isolation, there are numerous groups for older citizens which the Social Prescribing team can support people to access and indeed will accompany them along to help break the ice.

An unmet need existed for the middle aged isolated, which is being addressed by a new 12 week 'friendship group' which is a structured programme to encourage the same people to get together regularly to attend a range of social events, such as picnics, walks, cinema trips, drink on the Avenue, etc. 23 people have signed up and typically around a dozen attend each social event. This is really helping attendees.

Sewaday run a food bank in Edwalton and LH is keen to help them get more donations as the supply from supermarkets etc is increasingly spread thin across multiple food banks. An idea is to have a shopping trolley in the Embankment primary care centre with a request for patients to bring and donate whatever they can so Sewaday can provide this to needy families. As yet, there is no spare shopping trolley – **so if you know where there is one free, let LH know**

### **Comms update: ES (with input from LD via email)**

Facebook page

ES now has joint admin alongside LD. ES aims to offer to a staff member to be the FB lead. If no-one takes this up, it will be in the job description of one of 2 new staff being recruited – medical secretary and/or receptionist. They will work alongside LD initially to help run the FB page then LD will handover to the practice lead.

Newsletter

ES & LD met last week re: next newsletter. Topics will include:

- prescription ordering comms campaign and messaging the practice (NHS App)
- staffing changes/focus on new people including ES and new receptionists
- Flu/COVID boosters and other seasonally relevant messaging for Sept/Oct/November
- Timing – early September. ES has various actions from her meeting with LD to provide content, photos etc

### **Future items:**

- Terms of Reference review – October.
- New practice website – October
- Comms update - October
- Invite Bryony and Elena to talk through their PA role – December (and AGM)

### **ACTIONS SUMMARY**

**ES** to add message to phone AND website about availability of appointments with the Physician Associate (PA), pharmacist, physio and social prescribers: chase Janice Monk at NHIS to make the necessary changes go live

**ES** put information about Self Care and Food Banks on Musters website and link to PCN website – to be done once new website is up and running, by next PPG meeting 10<sup>th</sup> October

**ES/Kai Pitman**: liaise to arrange for Musters patients-specific NHS App session – chase KP to provide dates

**ES** newsletter: ES to provide LD with content as agreed by end August

**ES** re optimising NHS App for appointment booking for non-GP appointments e.g. ante natal checks, nurse appointments. Meeting next week with Jason (NHIS) to enable this

**ES** contact Gwynneth Owen re Dementia friendly practice walk round and QPDM session

**ES** to meet with Castle Business manager (Lisa Sullivan). Social prescribers and PPGs to discuss developing an Embankment Patient resource centre to support patient selfcare/health engagement – ongoing conversation, drop this idea into conversation.....including a share Social Prescribing space

**ES** to look into using the upstairs meeting room as a shared staff space

**ALL** – review suggested amends to PPG ToR ahead of the 10<sup>th</sup> October PPG meeting – please feedback any thoughts

**ALL** - shopping trolley – if you know where there is one free, let LH know

**ALL** - Flu and [COVID] vaccination clinic dates: Sunday 1<sup>st</sup> October and Saturday 7<sup>th</sup> October are suggested dates. PPG members who can spare some time are requested to volunteer to help with the smooth running on these dates. **Please send your availability on those 2 dates to ES.**