

Musters Medical Practice Patient Participation Group (PPG)

October Meeting minutes

8th October 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), John Burnett (JB), Liz Plant (LP)

Welcome & introductions: LP was introduced to the group as a new member, recruited through attendance at the Future of health event in June by PM.

- **Action: PM to update the Pen Profile summary for PPG members and circulate around the group**

Apologies for absence

- Claire Daniels, Jane Morris, Leanne Hennessey, Martin Hadley

Declaration of any conflicts of interest - none

Review minutes of June's meeting – minutes accepted as accurate. **Action: PM send to ES to upload to website**

Summary of progress against June's action points: (red = outstanding/carried over)

- **ES provide additional laminated [Spring] newsletter copy, stick to reception, and also provide paper copies to take away to replace those that have gone missing – time has passed on this one. Same action to apply to October newsletter, see Comms section**
- **ES invite PPG members to future QPDM meetings – partners not keen, and QPDMs are currently sporadic (DB stated Partners should reconsider as patient representation is expected/routine in all NHS settings in his experience, PM concurs)**
- ES to provide lanyards with Patient Participation Group badges to PPG members doing surgery patient facing activities – done – used at Flu clinics etc – given out on the day
- LD and ES to liaise re Summer newsletter hot topics – not done, see Comms section re Oct and Winter newsletters
- ALL provide feedback on draft patient questionnaire ahead of next PPG meeting – no feedback provided. Decision made to delay questionnaire till after the Ipsos survey in Jan2025 allowing new phone system to settle in
- **PM, DB, SR to discuss Digital Champion role with Bob Barrett of Ivy Medical Group. PM to get a date for a call**

Practice update – ES

Several recent staff changes to report since the June PPG meeting:

- Dr Jess Hall has left and moved abroad.
- Dr Nicola Turner is retiring in the first week of November 2024 but will be available to provide support when she returns from travels.
- Dr Andrew Brodie is leaving at the beginning of December 2024.

Three doctors have been recruited to replace these GPs:

- Dr Bindhya Kandar started in September.
- Dr Benjamin Gray, a former registrar at the practice, joins on 2nd December so there is continuity of male Dr presence at the practice
- Dr Caroline Norris starts on 9th December.
- A couple of receptionists have left but these have been replaced by Jasmine and Anita.
- A new medical secretary is joining in November.
- Senior nurse practitioner Val Highfield retired in the summer. A replacement from within the practice will take over her role when she has received her nurse pin on qualification in December.
- Practice nurse Sharon McKay, who has been with the practice for 20 years, is also leaving and an advert for her position is going out soon.
- Physician associate Elena Hinton has moved to another practice. Physician associate Bryony Pears is also moving on, which means there will no longer be PAs at MMP. New guidance on PA supervision makes the role onerous on GP mentors
- An additional practice pharmacist is being appointed, with the possibility of a paramedic to replace Bryony. These are employed through Rushcliffe PCN.
- A new phone system has been introduced at the behest of NHS England. This includes a call-back function to avoid having to wait to get to the front of the queue. It is more efficient and seems to be going well. The previous phone system was free but the practice has to pay for the new system. JB had phoned the surgery a few times recently and was complimentary about the new system.

Social Prescribing Update – Leanne Hennessy (via email)

- Social Prescribing team have developed a hub in the Young People's Centre next to WB Library. Open to all, 10-12 every Monday. Offers a range of activities free of charge. The Hub aims to be a place that people can get involved in various wellbeing activities e.g. mindfulness and meet new people. Please book via this link <https://www.trybooking.com/uk/eventlist/westbridgfordsocialprescribingcommunityhub>

Patient Survey

- It was agreed to hold off sending out a bespoke PPG patient survey for the moment, whilst the new phone system beds in, and until the results of the January 2025 annual Ipsos Patient Survey are published (which should show access improvements compared to 2024 survey). Reconsider sending a bespoke survey in Summer 2025

Review of Friends and Family Test (FFT) feedback:

- FFT feedback is gathered after every consultation via text or paper copy. Several thousand are received each year and form a useful temperature check on how patients feel about their experience of the consultation and wider experience
- ES stated that >90% of respondents would recommend Musters Medical Practice to their Friends and Family
- PM had analysed the verbatim comments from >500 feedback forms collected between April and June 24
- Most comments were positive. Key themes coming out that need some work are:

- Difficulty accessing appointments by phone and NHS app
- Staff attitude not always very understanding
- Some instances of miscommunications from staff about processes
- Here is the full set of comments:



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- Many patients using phones at peak times are not trying to book an appointment so could get their needs met using the admin request function in the NHS App or via the Practice website **ACTION LD add to next newsletter what can be done online via website and NHS App**
- ES provided PM with latest FFT data after the meeting. **PM to analyse and feedback at January PPG meeting**

Feedback from elsewhere: Future of Health in Rushcliffe patient event 27th June

- Topic of Total Triage covered by Dr Guv Sahota of Keyworth Medical Centre with early feedback being very positive from patients and staff. Attendees had lots of questions, generally thought as a positive step forward. Other talks on Social Prescribing, Community Voluntary Services, Self Care, and Community Services including Hospital at Home were well received. Table discussions on the above plus dementia friendly Rushcliffe were productive. Attendees also had a chance to meet 30 local health and care supplier organisations in a “market place”
- Good event. LP fed back positively. Delegate feedback very positive. Over 100 people attended, and 15 new PPG members came forward across Rushcliffe practices
- Content from the event is now on the Rushcliffe Primary Care Network website [Future of Health in Rushcliffe | RushcliffeHealth](#) and will be publicised in various local media to drive awareness of the rich content on the www.Rushcliffehealth.org website which residents fed back as excellent but unknown to non-professionals locally. The website was set up in response to previous Future of Health events in 2022 to improve communication and provide a one-stop-shop for everyone locally to get their health information, but public awareness is low **ACTION LD to mention and link in the October newsletter and via Facebook**
- Rushcliffe Primary Care Network board has agreed to hold a similar event annually, the next one will be in East Leake in June 2025 date TBC

Communications update – LD

- Practice Facebook page – ES is currently updating ‘urgent’ messages as the admin staff work shifts and can’t always be around to upload in the moment messages
- Message about the lift being out of order hasn’t been communicated yet despite this not working for several weeks. The PPG suggested this needs to be made known to prevent patients parking in the undercroft then being unable to access the building, and advised to be dropped off near the ramp and offered wheelchair access **ACTION ES message on phone and website till lift is fixed**

- LD has offered to help once again, as ES struggles to juggle FB alongside rest of workload – e.g. LD will publish all the Thursday closure dates for Protected Learning time
- Newsletters – Summer newsletter didn't get written in the end due to workload pressures. There is lots to tell patients now so we will do an October and January newsletter.
- Autumn Newsletter to be published by end of October so will need content on staff changes from ES to create draft. Will also cover a Social Prescribing update, changes to Phone system, and vaccinations focus. **ACTION LD and ES to liaise re October newsletter**

Future meetings

- LD and PM commented that the August meeting had been very brief as they were the only 2 in attendance. It was agreed we should avoid meetings in August and December. The AGM mooted for December will not be held this year.
- PM stated that the PCN Board, and RAPID, are moving to a 3-monthly meeting cycle in 2025, and asked if this would suit PPG members to do the same? This was agreed.
- As a result, our next meeting will be January 2025, then April, July and October. An AGM could be considered depending on progress during the year. **ACTION PM to circulate invites for 2025 meetings**

January 2025 meeting agenda items

Focus topic: Total Triage method of access discussion – invite Village PPG rep to give feedback (6 months in) and invite all Musters GPs to hear what patients think **ACTION PM to invite**

Other 2025 future topics:

- Discuss Practice Vision work arising from QPDM.
- Discuss role of PPG and how that supports delivery of the practice vision.

Agreed actions and close 6.30 – actions outstanding captured in the summary starting on page 1 and new actions highlighted in red thereafter.

Action PM: Summary of actions will be emailed along with Minutes to PPG members.

Next meeting 7th January 2025, 5-6.30pm Blended meeting both in person and on Google Meet if required – **ACTION ALL: if attending virtually please let Paul know in advance**