

MAJOR OAK MEDICAL PRACTICE

Virtual PPG Meeting Minutes

24th June 2020

Present:

Celia Flinton – CF (Vice Chair)
Celia Hemstock – CH (Secretary)
Jacquie Mikhail – JM (Practice Manager)
Lynn Pyatt – LP (Practice Administrator)
Sam Troop-ST
Emily Freeman-EF
Clive Parkin-CP

Meeting began 9.38 a.m. Meeting closed 11.15 a.m.

1. Apologies: Chrissie Ayre.

2. Minutes of previous meeting held on 26th February 2020 - Agreed.

3. Matters Arising from 26th February 2020

As this was Clive Parkin's and Lynn Pyatt's first meeting we all introduced ourselves and outlined our backgrounds.

The PPG meeting time limit of 1 hour 30 minutes formally requested by CA was agreed.

JM told us that funding has been formally approved by the Clinical Commissioning Group (CCG) for the new call screen software and hopefully will be in place by July/August. This will mean that publicity posters will no longer be needed in the surgery waiting room, all the new health information will be on the screen. ST concerned that computer screens in other parts of the building e.g. healthcare/meeting room may show call screen information e.g. patients' names. JM will check that prior to installation of the new software.

4. Patients Feedback/DNA

JM gave figures on Friends and Family Test (FFT) and Did Not Attend (DNA) results for the last few months and positive and particularly negative results were discussed and suggestions made for solutions. JM reported on how the appointment system had worked during Covid restrictions. Feedback on telephone consultations have been good and patients have been more likely to receive an appointment within a week. This system is likely to continue as it is convenient to practice staff and patients, there will be an option online booking to speak to preferred GP. JM plans to work to evolve the system and introduce improvements. CF asked how telephone consultations carried out, how secure the procedure is and what happens if patient is not computer literate. JM assured us that they are carried out within the clinical system and that up to 60% of patients are able to use, she stressed that face to face consultations are very important and will be available for patients who prefer that. JM suggested that a PPG survey could be carried out around this. 90 asthma patients have had their reviews via the telephone. Care homes use digital consultations currently. JM said that even when patients have requested a 'phone call from a GP the practice have found that some people are not available to answer the 'phone at the time they have chosen. A GP will call no more than three times to attempt to speak to these patients. CF suggested that patients may not answer a call if they don't recognise the number due to the amount of nuisance calls people receive. JM will investigate. LP to be the surgery FFT champion.

FFT figures for February were: - 24 patients extremely likely to recommend the practice to friends and family, 17 likely, 2 neither likely nor unlikely, 1 unlikely, 0 extremely unlikely, 2 don't know. March: - 26, 7, 4, 1, 0, 0. April: - 17, 3, 0, 0, 0, 0. May: - 22, 6, 1, 0, 0, 1.

DNA figures between February and the end of May 2020 were: - GPs 41 missed appointments, Nurses 116 missed appointments. Total 157 with 28.5 hours practice time wasted.

5. Other Reports

CH mentioned the recent Covid19 reports issued by the CCG, we had been missed on the first four issues, but CH had requested these and we have now been added to the relevant mailing list for future issues.

6. PPG Membership/Recruitment

CH asked if it would be possible to hold informal meetings with prospective candidates in the upstairs meeting room where there should be sufficient space for social distancing between the candidate and the officers. An alternative would be to have a virtual meeting with the candidate(s) CP and CF said they think face to face meetings of all types preferable and look forward to when these can be resumed. EF asked about progression on student recruitment, CH said that with schools being shut down due to Covid19, teaching staff will probably currently have different priorities, but that she will send reminders to schools when the Autumn term resumes. ST said that if virtual PPG meetings continue he can join them even when back at university which means we maintain two students in our group.

Action Points

- Bank mandate to be completed for new signatories. CA to organise.
- Talk/demo by Community First Responders completed for 2019. Suspended during Covid19 restrictions.
- Cancer Care Talk, Gilly Hagen to be invited again. CH will contact once Covid19 restrictions lifted.
- Dementia Awareness proposed talk(s) Dr. Jordan did her talk on the 13th November. Future ones suspended during Covid19 restrictions.
- Mental Health – proposed website article – ongoing.
- Call Screen Software update/Likely to be in place July/August 2020.
- PPG recruitment, CH has emailed 6th form heads at several local schools, some replies, all to be followed up when Autumn term resumes.
- Invitation to PPEC Rep. Gilly Hagen not available. CH will contact CCG engagement officer to see if PPEC conducting virtual meetings to enable feedback.

6. Any other business

JM told us that the surgery newsletter will shortly be issued electronically. It will contain advice for patients who have surgery appointments, information about the newly appointed Clinical Pharmacist who will be working in the surgery, support for young carers, a PPG article etc.

JM told us about a new feature on the NHS app. called “Patients Know Best,” this enables patients to see their health records, gives access to tailored resources, allows patients to message their health teams, to add their own information, track their health, share their records etc. Major Oak practice staff to be trained and clinical and non-clinical teams will operate this to answer patient queries as a sort of triage, it is hoped that this will reduce pressure on the practice ‘phone system. More information on patientsknowbest.com

JM said that patients are being encouraged to nominate a pharmacy even if they don’t currently have repeat prescriptions. Electronic Prescription Service (EPS) phase 4 allows surgeries to send a prescription to a pharmacist where a patient is on holiday. More information on NHS Digital.

JM explained the patient/staff safety procedures adopted by the surgery during the Covid19 restrictions, most patients should now be aware of these.

JM told us that GP surgeries are now planning for the 2020 Flu vaccination campaign starting in September, it will be different this year as patients and staff also need to be safeguarded against Covid19, a two-way entrance/exit will be required at the surgery, ST queried where entrances/exits at the surgery are and their accessibility for all patients. JM said that patients with mobility issues may be offered vaccinations at home. If a Covid19 vaccination becomes available at the same time that flu vaccinations are being

administered surgeries may need to use additional premises to cope with demand. This could be problematic as fridges will be required to store the vaccine and again two-way entrance/exit systems needed. JM asked for suggestions for possible premises within Edwinstowe, several were made; JM will follow up if necessary. The Sherwood Primary Care Network has suggested that a central delivery system may be required. It may be that vaccination clinics will need to run on Saturdays and Sundays. CP asked if flu prevention has to be delivered by injection, is there a quicker way? JM said she would consult the CCG.

NEXT VIRTUAL MEETING 22nd JULY 2020.
AT 9.30 A.M.