

MAJOR OAK MEDICAL PRACTICE

Virtual PPG Meeting Minutes

22nd July 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 9.40 a.m. Meeting closed 11.00 a.m.

1. Apologies: Chrissie Ayre.
2. Minutes of previous meeting held on 24th June 2020 - Agreed.
3. Matters Arising from 24th June 2020

CF asked why she couldn't access the Patient Knows Best application. JM told us it hasn't gone live yet. Staff training has been completed, but the practice has been too busy to complete the process.

JM said the new software for the call screen has been approved. A new call screen is to be acquired once optimum size decided, all should be in place in September.

JM told us about new staff roles at the practice, a First Contact Physiotherapist, Sean Massey, joined last week, he is currently working half a day a week at this practice. The Primary Care Network are to recruit another Physio which will mean increased consultations available. This role will be to assess, diagnose and recommend treatment or referral for musculoskeletal problems on a patient's first contact with healthcare services e.g. when they visit their GP surgery. Initially children under 16, pregnant women and patients with gynaecological problems will not be seen by the physio. There is a new Pharmacy Technician who will mainly be working with care homes on behalf of the practice.

The Clinical Pharmacist, Mohammed Shabir, will review patients' medication, help to manage long term conditions, advise those on multiple medicines and can prescribe for 12 months ahead which will save patients having to contact the surgery regularly.

The Social Prescriber (SP) has been very active and helpful during the Covid crisis, two more SPs will soon be available to the Sherwood Primary Care Network of which Major Oak surgery is a member. The practice is trying to recruit a mental health therapist to work in the surgery to provide specialist advice in support of patients and practice staff. Teresa Brentnall is now qualified as a Healthcare Assistant, she will be able to support the GPs by undertaking specific clinical procedures.

JM asked ST/ET if they would be happy to check the surgery Facebook page and suggest updates including information on the new staff roles within the practice. They both agreed to this.

ST queried progress on flu vacc. clinics, JM said all still at planning stage, the CCG had asked that every PCN work centrally if necessary. Discussions have been held, the vaccinations have to be kept at a certain temperature requiring adequate refrigeration and only 500 at a time can be taken from the surgery premises and the needles have to be disposed of in a certain safe way. At the surgery a one-way system will be mandatory and appointments may need to be staggered. She had asked the Clinical Commissioning Group (CCG) if delivery of the vaccination could be delivered by means other than injection; vaccination is the most effective apparently. All GPs may be needed to man the clinics and Saturday and Sunday clinics may be required to deal with possible demand. The CCG predict 75% of patients

should be vaccinated by the end of November. CP worked out that it will take at least 100 clinician hours if there is full take up, JM replied that it has to be done.

4. Patients Feedback/DNA

JM reported on the mainly positive feedback received in June and said the practice tries to ensure that telephone consultation slots are divided into morning or afternoon slots so that patients do not have to wait all day for a call. Two patients had received calls after 6.30 p.m. which meant they couldn't call back as 'phone system then out of hours, JM is working to ensure that all calls are made during practice hours. JM said the practice had been contacted by the Infection Control Team at the CCG after a patient had reported that some practice staff were not wearing masks although patients had been asked to.

Portable screens are to be added to practice staff desks. All staff have been antibody tested, all were negative.

Did Not Attend (DNA) figures have dropped, allotted appointments in future may be limited to two weeks ahead with the aim of further reducing DNA. ST asked if data can be provided to see if telephone consultations help reduce DNA. JM said that a business mobile 'phone is currently being used for consultations which may show as an unknown caller on some patients' incoming calls, receptionists will try to ensure that patients know that they can expect a call from the surgery which may not be recognised so that they will still take the call. The practice is looking to increase the number of landlines as mobiles are more expensive.

5. Other Reports – None.

6. PPG Membership/Recruitment CH to liaise with prospective candidate for a virtual meeting date.

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 September 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 has heard from CCG, PPEC being reorganised.

A.O.B ST suggested that during meetings all PPG members might contribute ideas for the surgery Facebook page. JM asked if we would like to prepare a patient survey on telephone consultations with a maximum of five questions and 250 patient responses should be sufficient. ST suggested we all give this some thought prior to our next meeting. CF asked how patients without computers can complete a survey, JM said that they can complete by telephone, two staff members are available until September to implement. Patients can be asked the questions when they ring for an appointment. LP suggested that paper copies of the survey be made available in the waiting room. JM told us that the Major Oak surgery had been given a donation of £100 raised by year 6 pupils from the Parkgate Academy in Ollerton, the money was raised by doing a charity carwash. It can be used towards the call screen or anything else the PPG might suggest. JM told us about an initiative called Clicksilver Connections, set up by Business in the Community to respond to the digital needs of people feeling isolated during the Coronavirus pandemic. The programme runs on a Wednesday between 12 and 1.00 p.m. and will give advice on the use of Skype, Facebook, email etc. and information on

community support groups, online shopping, useful websites, computer settings and getting online. To access help 'phone support line 0015 883 8873.

NEXT VIRTUAL MEETING 12th August 2020.
AT 9.30 A.M.