

PPG Meeting – 22.4.22

Attendees: Natalie Greenough / James Holloway / Paul / Gweneth / Jill (Lost her husband & practice really looked after her, wanted it noted) / John Finegold / Rebecca Philips

1 - Welcome & apologies

2 - minutes of last meeting – No feedback, everyone happy

2a – Introductions – around the table

3 - update from practice viz personnel, processes etc

Natalie – Changes regarding staffing, just short of 15000 pts, increased 1200 pt's over last 12months.

CHC busiest surgery – hot spot – lots of new housing developments around, one member praised us for being able to get an appointment / also debated that struggled for 3 weeks to get an appt / lots of pt's from Rossington moved over / good service

New staff – new salaried GP starting Mon working 4 days per week, Kathryn Warrener / DR Abdelmalek starting with us in August – found really good candidates

Dr Rowell returning August, Dr Ishola & Dr Paul Locums covering her mat leave, staying with us until end of August

Nursing Team – Most dramatic changes, Liz retiring end of June after 21 years with practice

Sophie Smith – Practice Nurse recently started with us full time

Hannah – Respiratory nurse starting next month

Admin – Sue Holder retired in November / new team brought in (Ashley & Kat covering admin workload & secretaries – coving reception during holidays and sickness)

Admin apprentice – started end of Jan – 18month course

Secretary – Alison starting on Monday to help with workload

Natalie – Now Practice Manager

Bev A – Admin Manager

Sue G – Finance Manager

4 - visitor Rebecca from Primary Care Trust with updates as they affect us all

Update across PCN – Covid Vaccine / spring booster at Rutland

Working on Housebound, having problems accessing care homes due to covid outbreaks

Looking ahead for possible autumn booster programme

5 co-ordinators in post – identify spring booster pt's under 75 & immunosuppressed –

Looking at BP's, cancer screening,

Advertising for new pharmacist to cover another practice

Recruiting 2 social prescribers – counselling service across network – will offer either f2f or virtual

Pharmacists – vary per practice, look at hospital discharges, structured med reviews, stopping tramadol prescribing, care homes, offer alternative medication if oos – helps to free up GP's time.

If pt wants medication review can request to speak to Yoti, if she has any concerns she will liaise with a GP

Discussion regarding counselling and struggling to get appts, self referrals available, believe child and health adolescent is under staffed – **can we put something together to make people aware of all the services available** -Mental health needs to be self referral so PT's choice

Social Prescribing – Chatter café – wed in branton for people to get together / Wellbeing councillor attended coffee morning and found it useful

Bereavement councillor – we don't have the resource here would have to be someone suitably trained, capacity issue in the building (Nottingham social services provide bereavement counselling) – is it something social prescribers can put together (directory of services available that we can offer)

How do we get the information out there? Not everyone has online access, elderly may not go to pharmacy if we put something there. **flu season would be good to target and give newsletter out**

TV Screens – currently not working – working on software update (PT call on screen was useful)

Community Board – should be displaying resource

5 - discussions regarding observations sent to practice Nov 21 (some will inevitably have been overcome by passage of time)

Routine appts, offering 4 per day so pt's can book routine appts – currently monitoring it

System online – Nurse Blood Test – not available on system online (need to see what it looks like for the pt)

If communicating things to pt's – use PPG to run it by them and see if it makes sense

Keepmoat – is there an end date for getting blood test – been really positive and useful

Telephone – How many queue at any one time? Can we add call waiting system on the phone lines? Cloud telephone system currently under discussion through NHS England – currently on hold looking at phone lines until we know

Online system – automatic triage – on clinical and personal level would worry about a system like that (if just want to ask a question can email us or ask reception to send to a GP)

Positive change – PT's choice F2F or telephone – really suits our pt's

If struggle with the phones use system online and book appts through there

Front desk – not reopened for appts, still monitoring numbers in practice we wont publicise it but we will book appts at the desk

Need to put Target Dates out there so pt's know when were closed

CQC – recommend what leaflets we should be displaying

Leaflets – someone comes in to update them,

CCTV – Need to display signs to say pt's may be recorded

6 - car parking at Cantley – not extending at present – have gates so people can't use the car park at night or weekends – reception are looking at policing people parking inappropriately

Mother & Baby Parking spaces - something we can't currently accommodate

7 - any issues with revised repeat prescription system? Yoti worked on it and has pharmacy techs, putting pt's on repeat prescriptions if appropriate

8 - possible PPG activities , ie surveys, flu clinics, Website site experience, Community Board , Movember, McMillan Coffee mornings

Have some sessions to educate pt's that are hesitant in using online services, use test pt to show people on screen how to use it (put a poster in reception or target specific pt's that don't have access to system one – send them a text, letter to make them aware of the session. – NG to look at setting up and let them know so we can arrange a date

Lung Health – South Yorkshire initiative – haven't found it useful, has appt but because they don't smoke they don't qualify. – But also do know some people that have been diagnosed with lung cancer through it

Notice board – can have one at each site for them to update in the waiting area (also direct them to the board on the TV screens)

Grounds – covered in litter, volunteers to collect litter in the community – tell the council and they'll provide equipment & collect – Monday afternoon would be a good day after the weekend – once per month – put pictures on FB of how much collected and people collecting it

McMillan coffee morning in September to be held here, raise money – publicise on Facebook and website

Movember – Male GP's to grow them for charity – JH to mention in next meeting

Flu clinics – come to the clinics, give out a news letter – can we provide articles for John – Good News stories – how many vaccines have we done, how many staff have helped, how many f2f appt's – anything good

Frequently asked questions section?

Physio – self refer? – we can book physio slots at Rutland

Private Ops – if want to go privately pt's need to book themselves

Newsletter – send some info to John by end of June (Section regarding anything that they think, expertise)

PT survey (refreshing the survey don't make it too busy / long) – Do some on Flu clinics and some throughout the summer

Rutland House – Weren't ready – people attending at different times (yesterday a member of staff that doesn't usually do it worked there –

Dr Kirkman – work with PCN regarding cancer alliance

9 - any other business

10 - date of next meeting to include 2022 AGM

Thursday 13th July