

# PPG Meeting Minutes

**Patient participation Group Meeting: Thursday 8 December 2022** at the Surgery

**PPG Attendees:** Sue Cowling, Janet Roden, Cilla Adcock, Martin Pike, Nadia Emmony, Gordon Diffey, Collette Pigden, Frances Wyatt

**Practice Attendees:** Suzanne Hurst, Zoe Harmer, Dr Vineet Bhardwaj

**Apologies from:** - Steve Reeves, Caroline Excell, Pharmacy representative

**1. Welcome:** Cilla welcomed everyone to the meeting and introduced Collette and Frances to the group.

**2. Minutes from last meeting:** minutes were agreed.

**3. Updates from last meeting:**

- . Sue had still been unable to open a new bank account, but agreed now to write to the bank and it was agreed Sue and Janet would be the signatories. Gordon suggested investigating an online account and has used Starling. You only need a user name and password

- . The 3 new notice boards are still awaiting order as they did not meet infection controls and needed to be flush to the wall. Approval was also needed for the additional cost.

- . Now that patients are allowed in the pharmacy there was no real need for a winter cover - NFA

- . The last Covid clinic was 16/12 and flu 15/12. Currently no further flu or covid jab sessions were planned but a leaflet was available for 'Help with Long Covid'.

**4. Update on changes within the Practice - Suzanne**

- . Suzanne advised that the new Doctor, Dr Richard Heighton had started and was attending 2 days a week. There were also vacancies to recruit another 2 admin team members. Sarah Lewis, was starting on 3 January as a Nurse Prescriber.

- . Suzanne handed out a sheet to everyone detailing the number of calls received, calls abandoned etc. 80% of calls were answered within 1-2 minutes. There was a team of 8 taking calls in 7.5 hourly shifts between 8.00 am and 6.00 pm. 70% of callers who abandoned their calls, do so in the first 1-2 minutes.

- . Online records update – should have been rolled out on 28/11 but has now been paused indefinitely. Upwell Health Centre still have their own internal process for access to medical records, that requires patients to complete forms that can be collected from reception and produce photo ID.

## **5. Introduction and update from Pharmacy Representative**

. Apologies had been received from Paula but there were no specific questions requiring their attendance at a future meeting, so this item will be withdrawn. However, Suzanne advised they were still extremely busy, but fully staffed.

## **6. Calls for results – Sue**

. Sue asked if people knew they could call in for results. Suzanne advised that a member of the Patient Journey Team would answer the call between 2.00 pm and 6.00 pm. There was Option number 4 on the voice response call menu. If the results would need further investigation Dr Bhardwaj advised they would be referred to the appropriate clinic.

. Christmas Lunch – Suzanne advised that the practice would still like to have the Quiz and this was unanimously agreed, together with the PPG wearing Christmas jumpers. There would be no need for music.

## **7. Sharing of PPG contact details/data protection**

. Cilla asked if everyone was in agreement to their details being shared amongst the group and the practice. All agreed. Also, that matters of a confidential nature whether from the individuals within the PPG group or from patients are not discussed or shared in meetings or outside in the public domain.

## **8. PPG Support Toolkit – Nadia**

. Nadia referred to the draft PPG Support Toolkit initiative report by Healthwatch and had circulated to some of the group already and would be shared to the rest of the group. General consensus was that this was an excellent document and could prove very useful. Martin suggested it would be worthwhile reaching out to the network of other PPG Groups and perhaps arranging to meet with them collectively. Nadia advised that she was hopeful that something would come out of the toolkit within the groups and wanted to be involved in this.

## **9. PPG attendance during clinic hours with a table/display to try and encourage new members – Caroline**

. Although Caroline was unable to attend she had asked Cilla to still include on the agenda. Nadia asked what was the best time for this to happen. Suzanne advised that Monday and Friday were the busiest days between 10.00 am and 12 noon, also 3.00 pm to 5.00 pm, Suzanne to investigate the best position for the table to go.

## **10. After a patient has called in for an appointment, what is the internal process for allocating a medical resource for their care – Martin**

. Frances asked if someone had a mental health problem was there a criteria? Suzanne said that if someone needs help same day they would get it. They could also get help from 111 or be offered an appointment with a Mental Health Practitioner. There is currently a 4-6 week wait for these appointments. Suzanne advised when the Patient Journey Team receive a call they have over 150 different scenarios that would assist them in

making the correct referral to the right person to assist the patient. Each appointment has a 'slot type' and some of our appointment slots type didn't match the search criteria. The British Medical Association (BMA) and Local Medical Committee (LMC) have published some guidance which, we are currently looking at. A short discussion followed.

Dr Bhardwaj said that his workload is a lot more than it has ever been. There are a lesser number of GPs around. It is more challenging to do telephone calls and generally can do 6—70 calls a day. Suzanne said that the PJT have to answer the telephone, deal with the footfall questions and come easily come in to 90 emails. A conversation followed regarding the report on the practice and the results. Dr Bhardwaj said that the figures were not necessarily correct as they could only be based on what the 'system' actually captures. NHS Digital had published 'live' appointment data which stated over the last 52 weeks, we had offered 71,957 appointments, which is just under the data published in 2019, where we offered 72,659 appointments. The reduction in appointments was probably caused by a reduction in clinical staff, as it is currently hard to recruit to rural practices.

. A discussion followed regarding communication to patients and texting mobiles and Cilla mentioned that when she was volunteering during the pandemic to book jobs a lot of the mobile numbers were incorrect. People tend not to let their GP know if they change their number. It was suggested that the PPG had a Team Photo to promote the PPG and practice and Zoe offered to contact Upwell Parish Council. Discussion regarding the best way to communicate to our patients, regarding the services we offer. Suzanne explained the surgery currently has telephone physio appointments, mental health telephone and face to face appointments, pharmacist doing medication reviews either face to face or by telephone and a paramedic. We could send text messages out to patients, we could use social media and we could raise awareness though our website. Unfortunately patients would not be able to book into these appointments directly, but would have to be screened first to meet the clinic/appointment criteria.

## **11. Christmas Lunch - Cilla**

. Cilla advised that all was in hand for Bates Bakes to provide the grazing table and thanked those in the PPG who had made financial donations or offers to bring goodies.

. Suzanne advised that the practice would still like to have the Quiz and this was unanimously agreed, together with the PPG wearing Christmas jumpers. There would be no need for music.

## **12. Any other business**

. Cilla mentioned that some villages were setting up Warm Hubs where anyone could go to keep warm and have a drink and company. There was already the Tuesday Methodist Church teas but it would be good for a venue where any age could go. Zoe would speak to Mel the Upwell Parish Council Clerk and David the manager of the Upwell Village Hall.

. Suzanne mentioned the Gift Bank and that all donations should be made by 16/12 and then people who needed help and support could collect between 9.00 am and 12 noon on either 19, 20 or 21/12. This information was already on the notice boards and Facebook.

. Dates of meetings for next year – Cilla had already looked at rotation dates and would check with Steve. Tuesday 7 February, Wednesday 5 April, Thursday 8 June, Tuesday 8 August, Wednesday 4 October and Thursday 7 December.

**Date of next meeting**

. The date of the next meeting will be Tuesday 7 February 2023 at 6.30 pm.

Cilla thanked everyone for attending.