

PPG Meeting Minutes

Patient participation Group Meeting: Tuesday 2nd August 2022 at the Surgery

PPG Attendees: Sue Rudge, Sue Cowling, Janet Roden, Cilla Adcock, Martin Pike

Practice Attendees: Steve Reeves, Dr Kavin Unamboowe, Zoe Harmer, Caroline Excell

Apologies from: Gordon Diffey, Nadia Emmony

Summary of meeting: Practice update and PPG groups own Agenda to discuss. Steve welcomed everyone to the meeting.

Minutes from last meeting: minutes were agreed, just a few items to recap on.

- **New Telephone System** – system went live on 14th June 2022 as planned. Surgery had a couple of glitches, which was a bit disappointing, but otherwise the instalment went smoothly.
- **Meeting Dates** – The meetings would rotate days between Tuesday, Wednesday and Thursdays, this will enable different staff to attend. The next meeting will be a Wednesday and the following one a Thursday.
- **A request by a member of the PPG to meet the Patient Journey Team** – no one knew the reason for this request, so put on hold. By meeting the team it would have to be out of hours and if the staff could stay a bit later, as we have no time for them to be taken out of the working day.
- **Staff Abuse** - Yes it continues, the question was asked if the abuse is logged, we keep a log and warning letters are being sent to patients.

Updates from last meeting:

- **Website/New Patients** - The surgery's new patient pack has not been amended for a while. It is in the process of being amended and updated. Once this has been actioned it will be emailed out for the PPG to look at and comment on.
- **Waiting Room/ Welcome** - What are we trying to achieve? Clear communication, information easily accessible to patients.
How can the surgery do this? Add more information onto the tv screen, this has restrictions as not all posters are transferable to screen, it would also make the scroll through of information too lengthy, so potentially patients could miss items that are useful to them.
Have more topic focused notice boards, with headers as to what items relate to, agreed topics were Child Health, Adult Health, PPG, Monthly Awareness, Carers, Surgery Data information, Mental Health, COVID, statutory practice notices.
- **DNA rates – missing hours** – Information regarding DNA rates are now visible on the screen within the practice. We have a few patients who are prolific not attenders.

Some are genuine reasons for not attending. The surgery has discussed ways of chasing these patients, but it's not practical with the time it would take. We could send texts, but then there will be some patients who become defensive.

- **PPG Banking/Treasury** – 2nd signatory required for the bank account, Janet offered to be this. All money is now in one savers account, needs to be changed to a current account. Sue C and Janet agreed they would make an appointment at the King's Lynn branch of the bank to get this sorted.
- **Pharmacy Waiting Times** – Patients are still waiting in queues outside Pharmacy, pharmacy restrictions have been relaxed, but people are following instructions on the pavement so waiting outside. Martin Pike has approached the Wisbech and Downham Rotary club regarding having 2 fixed benches for outside of Pharmacy, the Rotary has kindly agreed the funds for this. Steve was asked who owned the land, the surgery does. We would need to check if any building regs required, would also need to make sure, from a Health and Safety point of view that there would be no trip hazards. Sue R mentioned once the benches have been installed, this information should be displayed on the PPG information board at the surgery so people can see what the PPG have achieved and also she would write a piece for The Heron magazine.

Practice Update:

- **Staffing Changes** – Current Staff changes at the surgery. We are awaiting 3 new Patient Journey Team Members to start, James Cowling, Operations Manager has left due to a new job/promotion elsewhere, Jake Fretwell Advanced Paramedic Practitioner leaves in October, job nearer to home. We have taken on one new Pharmacy Dispenser and currently have an advert out for another one. Staff are leaving due to various reasons, promotions, nearer home, looking for work elsewhere. Staff are getting fed up with the abuse from some patients, this isn't just at the surgery, this is across the whole of the NHS. We as a surgery deal with 1000s of transactions a day and we do make the odd error and that's natural, but we should not have to tolerate the abuse, when everyone is trying their best. The 'abuse to staff' letters we send out to patients are not sent without the incident being investigated first, also we look to see if there has been more than one incident with the patient. We try and signpost patients to see the most appropriate clinician for the patient's need, some patients think we do this because the GP doesn't want to see them, but this isn't the case at all, it is so the patient is seen by the best person appropriate to their need. Dr Kavin mentioned we lost 500 GPs from the country last year, so we have to try and look at the best way to help, support and care for our patients with different types of clinicians, ie Physicians Associates, Advanced Nurse Practitioners etc. These staff still need clinical support, so GPs supervise these staff too in between seeing patients.

PPG suggested we display in the waiting room/ social media the numbers of patients who have had letters sent or have been removed from the surgery list in a certain period of time.

- PPG also suggested we use the new phone system to inform patients how many calls we deal with every day, so people are aware, once again we can display this on the practice notice board/ waiting room screen.
- **Flu Update** – We have been informed the Flu range has been expanded. We will now be vaccinating 50 – 64 years and over 65s. Priority will be over 65s and patients who are at risk. Dates for the flu only clinics are Saturday 24th September, 1st October, 15th October and 22nd October. Could anyone volunteer to help as we need 3 people to cover the doors to direct patients? CE will send an email out to all PPG members with the dates, please respond by email if you can help and what date.
- **COVID Vaccines** – Once again it will be for people over 50. Priority will be given to patients over 65 and at risk. Some patients will be vaccinated at the surgery but not all. We hope to start around 3rd September. We are well into the planning of these clinics and will be starting to book as soon as we can. Cilla offered her help making the calls to book in the patients.

New Members: not discussed

PPG Booklet from another surgery:

- The booklet from another surgery was passed around the group for those who hadn't already seen it. The PPG for the surgery who produced the leaflet is further along with the PPG group than we are. The booklet was considered a good idea but not to the level of the copy we have from the other surgery.

Cilla mentioned there is a national group regarding PPG. National Association for Patient Participation. napp.org.uk to join it costs £60 for the first year and £40 thereafter.

To help support our group we have Angela from Healthwatch.

The raising of funds was mentioned and the fact that any money raised does not go through the surgery accounts, it all goes to the Hunter-Rowe Trust.

Suggestions of how to raise funds was discussed, it was agreed a raffle would take place at the flu clinics, Sue C and Janet would look after this as they have been involved previously. It was asked if there could be a donations box on Reception, but this was declined for security reasons.

Communication information to patients

- Self-check in available to prevent queueing and PPG members noticed the signs were up, as were informed at the last meeting, so patients are aware that self-check in is available to them.

Long COVID support Group

- A question was raised if the surgery ran a long COVID support group and if not could one be set up? The surgery is aware there is a Long COVID clinic at the hospital, but it can take time to access it. Dr Kavin says he will find a link for the patient support network. If someone wanted to set up a support group then the waiting room could be used over a lunchtime, but the surgery could not supply a clinician to assist.

A.O.B.

- Martin reported to the group that his neighbour has moved from North Brink Surgery to Upwell Health Centre and is over the moon with the care, help, calls and treatment they have received from us after their cardiac arrest.

Meeting closed and thanks was given to all for attending.

Next meeting Wednesday 5th October 6.30pm at the Surgery

Rescheduled to Wednesday 19th October 2022, 6.30pm at the Surgery