**MASWELL PARK HEALTH CENTRE PATIENT PARTICIPATION GROUP**

**COMMITTEE AGENDA**

**Meeting 24 November 2022**

**AGENDA**

**1. Minutes last meeting**

**2. Matters arising**

**3. Kingfisher update**

**4. Redwood update**

**5. Willow update**

**6. AOB**

Anton Welcomed all and thanked everyone for joining and helping out with the timing (needed to finish by 3:45pm)

Apologies for not attending received by Roger Smith – no other apologies

First item was going over the minutes of the last meeting – anything arising? Suggestion box was mentioned, Justin has this in hand and will be put in reception area when we have the poster sorted.

Last meeting minutes – accepted by Justin and seconded by Bala

Kingfisher Update – Nancy

Nancy explained we were still under a lot of pressure at the surgery, especially the Nurses as Kae has relocated and had to resign as too far away, we have successfully recruited another Practice Nurse but she has to give 3 months’ notice at her current employment – trying to negotiate and earlier leaving date.

Geraldine, Senior Practice Nurse, will be retiring in March – we have employed a “just graduated” Nurse who will start with us on the 01st December – she will be attending courses and mentored by Chris so will be up and running by March.

A lot of nursing slots are getting used for the Polio campaign; we are advertising the fact that there is a roving bus in the area and clinics in the community but they are not being used to full potential. Patients prefer to come to GP Surgery for this.

Dr Jane Philip is stepping down as partner in March 2023, after 41 years at the practice, although will still be here 1 day a week until she retires completely.

Anton wanted to wish both Jane and Geraldine all the very best in their retirement and thank them for their years of service from the PPG.

He also wanted to know if there was any resistance to people having vaccinations – any effect?

Nancy explained that although the Polio uptake was incredible, the flu vaccinations done here at the surgery had dropped as people were having in the Community or alongside their Covid Vaccinations. An example was given – 50-64 years – the same things were being done as last year but there is a lower uptake at Kingfisher.

Bala said that lots of patients were going to pharmacies and that this is one of the bigger reasons for dwindling numbers. Pharmacies receive their vaccinations before GP Surgeries therefore can give them out earlier.

Justin explained we have already ordered next year’s flu vaccinations; we work out how many we think we will need from this year’s numbers – he also explained that the under 65 flus’ have resulted in a loss to the practice this year.

Although we have ordered way in advance the pharmacies will still get theirs first!

Charanjeet said that the Practice was much later than the pharmacies so people went there instead as no appointments at GP surgeries.

Justin explained that although we knew the date for delivery, this doesn’t always happen and we wanted to wait until we were in possession of the vaccinations before we allocated clinics – that way if they didn’t turn up we didn’t have to cancel full clinics, upsetting patients – it was agreed GP Surgeries are stuck between a rock and a hard place.

Bala added, in relation to what’s already been said, that next year’s delivery for at risks, over 65’s etc. the amount has been almost halved and the earliest deliver we can expect is the 3rd week of September, still after pharmacies who will receive theirs in the first week.

Managers were asked if we thought that the vaccination programme had gone smoothly, apart from dwindling numbers?

Redwood ordered 650 over 65’s vaccinations – to date 463 have been administered – 187 left

730 under 65’s ordered – 260 left

We can only return 10% of those we have left – this will be a loss to the practices.

Redwood Update – Bala

Bala told the PPG that she would be retiring after Christmas this year and they have Sarah Herdman, who will be in 3 days a week, taking over as Practice Manager and in addition Reshma Patel will be full-time Assistant Manager.

Avneet Khambay has become a partner at Redwood

Partners are Paul Shenton, Helen Sparrow and Avneet Khambay

Salaried GP’s are Harriet Purvis and Navdeep Brar

New staff @ Redwood – Angela Paynter-Smith is an experienced receptionist

Sophie Happs – Receptionist back from maternity leave

Leanne Plank – Receptionist and also now a trainee Healthcare Assistant

Again the pressures of “GP Land” were questioned and Justin explained that there is quite a lot of sickness at the moment, which causes pressure, but everyone in the same boat.

Nancy explained urgent slots are being filled extremely quickly but most for coughs and colds that can be dealt with at the local pharmacy, freeing up GP appointments.

John said that he had heard from some patients, elderly grumbling ones, moaning about the surgery and lack of staff, which he doesn’t agree with and thinks they are misunderstood. He has obtained a list of staff from all 3 practices, from our websites, printed the lot out and is trying to defend staff and how many we have.

He was commended and thanks given.

John asked for more info on the website – all staff members names and whether male or female (as names can be confusing sometimes)

It was then bought up about F2F PPG meetings – Maswell Park Church is still an option and they would be happy to service the community – warm welcome for locals. They are open Tuesday AM and Thursday PM until March – lots of time slots if we want to move site (from MPHC).

Charanjeet said she was happy to bump into Dr Mandy Baum in Richmond – Mandy used to attend the PPG and was very good and good to have a Dr there. Unfortunately, there are pressures on GP’s and with space. Evening meetings attended by GP’s was muted so they can explain pressure and patient demands.

Bala explained there used to be evening meetings but didn’t suit everyone and Covid pandemic put an end to them.

Justin said that he was very aware of GP’s wellbeing and was always voicing “burn out” to his partners – he is very protective of GP’s down time, which is very much needed at the moment.

It was agreed that if a doctor needed to attend they would but if not needed on agenda would not come.

It was asked what the procedure was for “burn outs” and pressures.

NHS supply counselling and well-being

In the MPHC building GP’s catch up with each other, have lunch meetings etc., which is beneficial for them.

Biggest difficulty for Reception and GP’s is patient’s behaviour and demands. Demands are excessive. It was voiced that the doctors should be told than they are very much appreciated by the PPG Group.

Managers are there as a support mechanism – we have had GP’s in tears due to patient’s behaviour.

John said he had spoken to both Dr Sparrow and Dr Shah and had heard some stressful stories – they are worn out after 12 hours of working, not getting home until after 8 and then working at home until after midnight sometimes - to help with patient’s demands. We can confirm this is more often than not!!

It was suggested that we have a patient’s code of conduct displayed in the waiting room with a few bullet points of how patient’s should and should not behave and how being rude/aggressive to staff will have a detrimental effect of their wellbeing/mental health. Patient’s need to realise that by being polite and calm will get them further quicker – there is always a solution.

Charanjeet said that some other GP’s got together with the local Faith meeting and spoke about wellbeing etc., this went very well – discussed needs and meanings.

Everyone suffered through Covid, whole perspective of life is different and we appreciate difficulties but patients need to realise the pressures on the NHS/GP’s and take this into account.

Anton explained he has started low cost counselling for people on benefits, people concerned, afraid, fearful, stressed – this all has an effect on people’s behaviour. However, agreed people shouldn’t be abused for doing their job. Very difficult one to contain.

Willow Update – Justin

Justin thanked PPG for assistance with extending catchment area.

He announced Hiba Gamaty – has returned from Maternity Leave, Willow have a New Reception Manager – Survesh Patel, GP Registrar Sophie is going on maternity leave and they have a new receptionist Nimi, who is doing very well.

Regarding Flu vaccinations, lots of stock left for under 65’s – this is a financial burden

Re : Cervical Screening – we are trying to get a PCN Nurse to come into MPHC to do these.

There has been a lot of complaints from patients about the amount of text messages that we send out, these always have a link attached so patient can decline from getting messages – Justin spends a lot of time explaining this to patients. We would like to add to the minutes that if patients decline getting text message this could be detrimental to their health in the future.

Lots of people are calling later in the day for urgent appointments – we spread our urgents throughout the day to cater for all needs.

Justin reiterated that people calling in for minor problems, like coughs and colds, should go to the pharmacy first – we need to educate patient’s regarding what can be dealt with by a pharmacist and they will always say book an appointment with your GP if needed.

Charanjeet said “patients are being impatient” then went onto say about the code of conduct. Patients can be in control of their own life instead of relying on the NHS.

It was mentioned about messages on the phone including more information, Justin explained that we were giving out relevant information but we had cut it down as much as we could because patient’s complain that it is too long – again demand, pressure, stress.

Bala said that there is a message of Redwood’s leaflet saying along the lines of “treat people how you wish to be treated”.

However not everyone reads the leaflet fully they just jumped to what’s relevant to them.

Charanjeet said need to balance feelings and emotions, but logic and rationality go out the window when these are involved.

Bala reiterated that there are a big amount of messages being sent to patients, but all are about different aspects of patient’s care. Patient’s complain and request that we don’t send messages by phone but as already said they can decline but be aware can be derogatory to health in another situation.

Situation will unfortunately get worse with further pressures in the future.

It was asked if we have a PPG meeting in December, we have not, we agreed to hold meeting bi-monthly – so the next one will be in January – date/time to be set.

The meeting in August, bringing the group back together was much appreciated and all’s pleased that it has been resurrected – would like to send thanks to Roger (Sworn).

It was said we should expand the group to new patients.

Agreed this meeting was a good meeting and full of good stuff ………..Merry Christmas All !!