

The Vineyard Surgery

PPG Meeting

Agenda

Date: 14/06/2022
Attendees: HM & LT
Apologies: JA, SB

1. Introduction and welcome

- Sadly, due to prior commitments, our current PPG members have not been able to attend, so we will be adding the minutes of what was due to be discussed onto our website.
- We would like to introduce Lisa Thexton, our Deputy Manager, who will be assisting with future PPG meetings.

2. Announcements & Practice Update

- **Appointments:** we have worked hard during the global pandemic to amend and alter our appointment system to accurately reflect both NHS guidance and the needs of our patients. This has been challenging at times, due to the fluctuating cases and the necessity to keep not only our staff safe, but those vulnerable patients who require our services and may need to attend. We are now in a more stable position and have reverted back to pre-pandemic appointment availability with all of our appointments being made available to be booked online and patients having the choice of telephone or face-to-face appointments.
- **Staff:** through our Primary Care Network (PCN) we have been fortunate to be able to recruit different clinical staff members. We currently employ a Physician Associate, as well as a Mental Health Practitioner. These positions are brought in to improve our clinical availability, and both staff members are supported by our current GPs. We have also previously recruited a pharmacist.
- **Phone system:** our contract with our previous phone provider has now come to an end and we are now signed up with a more modern, cloud-based phone system which allows us to have a queuing system. We believe that this new phone system should drastically improve our communication with patients, keeping them up to date with changes, and the ability for our patients to get through the phone to our staff.
- **Social prescribers:** this is a new service that we have access to and staff are recruited through our PCN. These are non-clinical staff who connect patients with the local community and assist with issues which are typically non-clinical i.e. benefits advise, housing advise etc. This a relatively new service to the NHS



and one that we hope will be very useful to patients while removing the need to speak to a doctor for this type of issue.

- **GetUBetter:** This is a new service that is available to our patients for musculoskeletal issues. This provides an online consultation/management plan with a clinical specialist to help improve your condition and can be accessed via our website:

https://www.thevineyardsurgery.co.uk/practice_news/getubetter-app/

3. **Patient feedback/National Survey Results**

- We have been aiming to improve our services and have been reflecting on the GP National Patient Survey (link below). These results will be discussed at our future admin and clinical meetings to share the results and assess where and how we can improve.

<https://www.gp-patient.co.uk/PatientExperiences?practicecode=H84041>

4. **CQC**

- **Safe**
- **Effective**
- **Caring**
- **Responsive**
- **Well led**

The above areas are what we are monitored on by CQC. We see these as a minimum standard of care that we should be providing and we work hard throughout the year to maintain these standards.

5. **Future Plans**

- Our PCN Pharmacist has sadly left to move to another area and we are in the process of recruiting a new member of staff for this position. This is quite a difficult role to fill at the moment due to lack of available staff and high demand across the country for this role, but we will be advertising this role as soon as possible.
- Planning permission to improve/expand the reception area has been submitted and we will hopefully be able to begin work this year.

- Extended access: we currently provide extended access on Tuesdays and Thursdays but the NHS guidelines are changing and we are required to provide them through our PCN instead of through our practice. As such, it is likely that the extended access will be changed and it may be outsourced to a local provider to offer patients access at local surgeries.

6. Any Other Business

- **Community Pharmacist Consultation Service (CPCS) referrals:** as part of a national incentive we are able to refer our patients to speak with a community clinical pharmacist on a range of issues, from minor ailments to medication queries. This again is a new service which should provide a huge benefit to our patient population while freeing up doctors' time.
- **Covid vaccines:** we have not been administering Covid vaccines since the beginning of 2021. We do not expect that to change and it is likely that patients will continue to be offered their boosters at local HUB sites.
- **AccuRx:** this is a new software that we have been using which allows us to send documents via text/email as well as sending questionnaires and receiving responses. We hope that this will enhance communication/patient reviews as well as reducing clinical/admin time spent on these types of tasks.
- **Vineyard Community Project:** we continue to work with and support the local community through the services/care provided by Vineyard Community Project. Once a month, where possible, we send our GP to attend a clinic to assess/treat the local homeless community to aid support to this vulnerable population.