

Minutes of Drayton Surgery Patient Participation Group on Thursday 24th November at 5.00pm

Present:

Mary Ramsay (Chair), Daniel Ferrett, Practice Business Manager, A.F. J.G. N.M. T.M. S.M. M.V. L.I. A.P.

Apologies: None

Mary advised the Group that she had had an email from R.L. formally resigning from the Group as a result of recently relocating outside of the surgery area. Mary has thanked her for her contribution to the Group.

Group members' initials are only shown under GDPR.

A glossary of terms are provided at the end of the minutes.

Minutes by A.F.

Minutes and Action Points of the previous meeting held on 13th October 2022.

Daniel advised that he had looked at the cost of signage with respect to the Vehicle/Pedestrian conflict at the car park entrance/exit and he had also advised staff to take particular care when exiting the car park. He will consider this matter further in the future to look to achieve the best possible affordable and practical resolution.

Mary had copied the recent survey results to members. Due to other pressures, Daniel had yet to comment on the results.

Action: Daniel to consider, in conjunction with Mary, a suitable response.

Following some discussion on a comment by Jo Mortimer at the last meeting on the inability of the telephone system to reassign incoming calls from one member of staff to another available staff member, Daniel agreed to clarify at the next meeting.

Action: Daniel Ferrett to clarify the situation at the next meeting.

It was agreed that questions for Daniel are to be provided two weeks before future meetings.

Action: Mary to update the TOR to reflect this requirement.

Minutes of the meeting on 13th October 2022 were agreed.

Annual Report

Mary confirmed she had produced an annual report on the PPG activities which has been agreed with the Group members.

Surgery Update

Covid Update

Has the surgery received any indication on whether the covid boosters currently being offered to those over 50, will be extended to younger age groups over the winter months?

With the recent decrease of covid infections is there evidence of non compliance by eligible patients in coming forward.

Daniel advised that the current Covid vaccination programme was expected to continue up to Xmas. Eligibility is not expected to be extended beyond the current 50 and above age group and those other patients who are considered to be particularly at risk. He noted that there was not as many people coming forward for the booster programme compared to previous vaccinations.

E-Consult

Has there been a directive issued to GPs to respond to more e-consults by text or email, rather than a phone call even when a patient indicates a phone call is their preferred method of reply?

When submitting an e-consult (via nhs app) the surgery reply is simply

“ a clinician will contact you in due course”

Can the surgery give an idea of timescale (even if only a specific day !). Apparently this lack of detail pushes patients towards phoning because they believe they get information around the likely timescale for receiving a response.

If improvements could be made to the response or maybe a second response when the Practice had reviewed the request it would likely help reduce the phone calls (and associated complaints).

Daniel confirmed that there was no directive on how GPs respond to e-consults. The type of reply was dependent on the situation and GPs will call where the matter needs to be discussed or clarified. A text message may be used where the GP considers this to be appropriate and adequate. He advised that the surgery currently receives 340 e-consults a week which are nearly always reviewed and replied by a GP.

When an e-consult is submitted an acknowledgement is provided.

Daniel confirmed that E-consults are often responded to the same day they are received and nearly always within 48 hours. The surgery would be reluctant to provide a firm date and time for a reply as there is always the possibility that other issues within the surgery may cause a delay in not meeting the stated timescale.

Daniel further commented that he had considered whether a guide to completing an e-consult would be useful.

This may be something that could be addressed in the future which would be of value to other surgeries as well.

Surgery Life

Is our summary care record our entire GP record?

No, it is as stated, a summary. Clinicians do have access to the full record if necessary. A full record is available to patients upon written request.

Has there been any further communication with Springfield school as regards wall art etc?

Daniel had not had any further contact with the school. He agreed to follow up.

Action: Daniel to contact Springfield school.

Daniel also commented that he had had discussions with Mary regarding the new web-site and, following comments and amendments, he hoped that this would go live shortly.

AOB

T.M.raised an issue he had had recently with QA A&E where someone else's blood test results were identified against his name. He advised the meeting to always check that they have the correct individual.

Daniel stated that he did not expect the planned nationwide strike action by nurses would have any impact on the surgery.

Dates of Next Meetings

Thursday 26th January 2023

Thursday 23rd March 2023

Meeting closed at 18.30pm.

Questions for the next meeting with Mary by Thursday 12th January please.

Glossary of terms

PPG. Patient Participation Group

PCN Primary Care Network

GDPR. General Data Protection Regulations

TOR. Terms of Reference

CCG. Clinical Commissioning Group ICS. Integrated Care System ICB. Integrated Care Board

ICP. Integrated Care Providers FTA. Failed to attend