

MINUTES OF THE MANOR PRACTICE PPG MEETING

MODAY 13TH JULY 2020 AT 1.00PM

HELD AT ASHFURLONG MEDICAL CENTRE

Present: Chaired by Jo Twist
Attended by Jo Twist, Sue Kay, Andrew Pike, Angela Cornwall,
Dr Mark Forshaw, Mrs Carol Moore (admin Manager and Minute Taker)
Rebekah Maker (Practice Prescribing Clerk and Receptionist)

1. Apologies:

Mrs Lesley Davis (PM), Marie Collins, Tom Forrester, Elaine Joiner, Karen Baldwin.

2. Introductions

Jo opened the meeting and introduced herself. All other attendees introduced and gave brief information about themselves.

3. Matters arising from previous minutes and signing

Read out by Jo. As the last meeting was dedicated mainly to the AGM, we don't have the usual number of actions but there was an action to put the Chair's report on the website which has been done. There was also an action on myself and Lesley to discuss publicising the procedure for repeat prescriptions, introduced by the CCG. Due to lockdown we were unable to have that meeting but I am hoping we may have an update under item 6?

The final action was with regard to inviting Gita Joshi, the Social Prescriber to a PPG meeting. I am unsure if Gita is currently coming into the Practice so can you advise whether this is appropriate please?

MF indicated that he felt it would be appropriate to invite Gita to the next PPG meeting.

Angela asked what a social prescriber was. Dr Forshaw explained the roles and duties of a social prescriber and that Gita was currently working remotely.

Action from this – Jo to invite Gita to a PPG meeting.

4. Chair's Report

Jo read out the Chair Report as below

This report feels a little unusual to write as we have been unable to have a meeting since early March!

When I was elected as chair, at the last meeting, I never imagined it would mean that I would have to wait so long to chair the next meeting.

Initially, I contacted Leslie Davis to ask if the practice could furnish me with any updates regarding what was happening, in order to keep the members informed knowing that there are patients, who are aware of who the PPG members are and that they can ask questions of us.

Obviously, there has been a massive strain on the NHS and there must have been times when it was difficult to provide regular updates to the PPG. However, whenever I receive them, I have passed them on to the group.

My concern currently is whether things will remain as they did prior to lock down.

We appear to be in a situation currently whereby only a very limited number of patients are being seen in the practice.

I believe that due to the amount of triage and increased video consultations, it is unclear how many patients will actually be asked to attend face-to-face consultations.

I think that the PPG need to be made aware of the expectations of the Practice for the future. I say this because if patients are not being asked to come into surgery, we need to reassess how we communicate with patients.

I have been made aware that due to lockdown we are not seeing patients who come into surgery for regular monitoring appointments. However, how do we know that these patients are not slipping through the net and could possibly be developing other problems? If doctors are not seeing these patients, do we have a system in place to ensure these patients are being monitored?

I have received feedback from some patients who feel that because of the coronavirus situation, they are concerned that appointments with GPs will not return in the same way as they did before the virus and they are not happy about this.

Dr Forshaw response to the report

Dr Forshaw explained how COVID19 had affected the practice and how new I.T. had been rapidly introduced to enable the practice to remotely and effectively continue to conduct an ongoing service via video and/or telephone consultations. Many of the patients who had had video consultations were satisfied with this. Patients who needed to be seen face to face were seen at the Amber site under strict CCG COVID regulations.

Jo did question how patient satisfaction was determined. Patient feedback received so far, indicates that patients would prefer face to face appointments.

Unfortunately, patients have had little or no alternative than to accept triage or video consultations if they wish to have a consultation with their GP.

Dr Forshaw went on to say that at the start of lockdown the practice had been open 7 days a week during the bank holiday weekends to help and support NHS111 and Accident and Emergency Dept. and how the calls were managed.

As we start to come out of lockdown some services are now being recommenced at James Preston Health Centre, these being dressings, injections, baby immunisations, cytology screening, women's sexual health, urgent and necessary blood tests. Nurses are conducting telephone consultations for patients with long term conditions. Elderly, isolated and high risk patients have been and still are being contacted by Jennie Wall and help offered where needed.

The practice will be able to measure how satisfied patients are with the current triage and appointment system when more face to face consultations are being done. These will start when the CCG advise the practice it is safe to do so.

5. Practice News

Read out by Carol Moore

Dr Rimmer has finally retired after extending her retirement date to help with COVID19.

Dr Sugandha Kataria is a new salaried GP.

Dr Charlotte Parnell has given birth to a healthy baby girl Elizabeth.

Dr Wall is now on maternity leave. No baby as yet.

Dr Melanie Holder is due to start in August to Cover Dr Wall's maternity leave.

Amanda Luckman was promoted from Senior Receptionist to Reception Manager.

Karen Stevenson Receptionist/Phlebotomist will be leaving the practice early August. Receptionist and bank receptionist positions are to be advertised in the OHP newsletter.

David Morgan will be starting extra phlebotomy sessions to help with the urgent and overdue blood tests, with all patients on high risk drugs being called first.

Andrew asked about phone lines and how busy they are. In reply to this Carol explained about the new phone system installed with the intention of a Call Centre to be introduced at Ashfurlong Medical Centre with a planned starting date of 20th July 2020.

There is a new triage system in place to ensure appropriate booking.

GP have urgent and non-urgent triage slots. Patients are informed at what time the GP is likely to return their call within a 2 hour window.

When needed, face to face appointments with a GP take place at Ashfurlong M.C.– the dedicated Amber site. Patients will be seen in their car under the gazebo and if needing a full examination they will be brought into surgery where rooms are set up for donning, doffing and examining.

Andrew mentioned the Saturday phone message was out of date. Carol to address and correct this.

Sue asked about James Preston H.C. site. Dr Forshaw explained about the ongoing building and roofing repairs and that it was open for necessary services as mentioned above.

Jo asked if there are plans to move out of James Preston H.C. Dr Forshaw replied with no plans to move out.

6. Medication Automatics

Rebekah Maker explained that automatic prescriptions are a group of prescriptions that are ordered on a 4 weekly basis by her on the patients' behalf. The prescriptions are then issued and sent to the patients' nominated pharmacy. This system works well for blister pack patients, as the pharmacy prepare and deliver to the patients their trays on a 4 weekly basis.

Rebekah also confirmed that patients can order repeat prescriptions when they have a remaining 14 day supply. If patients have more than 14 days' supply the request will be refused unless an appropriate reason is given.

7. Triage Calls

Angela indicated that if calls are returned several hours later after the request and indicate that it is a private or withheld number, patients may not answer for fear it is a nuisance call. Andrew also commented that the triage calls are not being returned within the hour.

Carol confirmed that with the new triage system in place, patients are now being informed of an approximate time to expect the return call within a 2 hour window.

8. Newsletter

It was decided to publish the newsletter quarterly with the next publication to include:

New Call Centre to be introduced at Ashfurlong M.C. week commencing 20.07.2020 to include calls from both sites.

- Cervical screening and female hormone implants and fits are available by appointment at James Preston H.C.
- PPG have reintroduced face to face meetings.
- Patients can receive the newsletter electronically.

Andrew asked how the newsletter will be distributed. Jo asked if a text message could be sent to all patients informing them. Carol agreed and will arrange for the message to be sent.

Sue mentioned there is a link on the practice website for the newsletter.

Rebekah asked if the newsletters can be left at local pharmacies if the pharmacist agreed to it. PPG agreed to this.

Actions

Jo to advise Marie of Newsletter items.

Jo to advise Carol of text message wording.

Lesley Davis to draft a letter to on site pharmacy at Ashfurlong M.C., Vesey Pharmacy and Boots Pharmacy located by James Preston H.C.

9. DNA's

Jo said that generally speaking the situation is not improving and still wasting valuable time and money. The figures that have been published for April and May are 66 and 68. As only emergencies were attending the Practice, these figures relate to triage calls. This is particularly disappointing as they are patients who have phoned in on the day and not answered the Doctor's call when the call was returned. Jo asked if anyone had any ideas how this could be addressed.

Dr Forshaw indicated that the number of DNA's in proportion to the number of triage calls made was not as bad as it sounded. Jo indicated that the normal monthly figures were approximately 200/300 calls but these were face to face appointments. The disappointing aspect is that these DNA's relate to patients who have called in on the day and not accepted return calls, they are not appointments which may have been two or three weeks prior.

Angela asked if a patient does not answer when a GP returns their call is a message left and do they only call the patient once. Dr Forshaw explained they look to see the urgency of the call and try twice before leaving a brief message. Jo pointed out that it may not be possible to leave messages due to data protection/confidentiality.

10. PPG Email

During lockdown this subject was raised at a PPG Zoom meeting with Sue, Karen and Andrew. Concerns being that it is being underutilised. Jo asked Lesley, when they met on 25th June 2020, if she had any objections for the email address to be displayed on the PPG notice boards. Lesley agreed. Jo's concerns was although there is a comment book in the waiting areas patients may be reluctant to give feedback as this can be accessed publically. Lesley went on to say she would be happy to arrange a text message, through Carol, which would make patients aware they can communicate with the PPG via email should they wish to.

Jo will provide details to any members who do not know how to access the email account but has asked them not to respond to any patient as she will monitor this as she does at the moment with the patient comment book.

Dr Forshaw indicated that there was no problem in publishing the PPG Email address. Carol said she is happy to send text messages to patients regarding this to ensure as much awareness as possible.

Actions

Jo to display Email address on PPG notice boards

Jo to advise Carol on text message wording.

11. Patient Survey

Jo asked if there are any outstanding survey forms still at either surgery. Carol agreed to check both sites and inform Jo.

To action the survey forms Jo said there will need to be a subcommittee set up and once all forms have been analysed the group will then select the top 3 priorities to be included in an Action Plan. The Action Plan will then be submitted to the Practice for approval before publishing to patients.

Actions

Jo to email PPG to request Subcommittee Members
Carol to confirm if there are any outstanding survey forms.

12. AOB

Andrew asked whether there was likely to be a PPG Coffee morning, as in previous years, to recruit PPG members and raise the profile of the PPG. Dr Forshaw commented that this may not be possible this year due to social distancing. Jo mentioned that Lesley had previously indicated that it may be appropriate to involve the PPG in Saturday morning Flu Clinics, perhaps for marshalling duties. Jo is happy to ask members but would need advanced notice to ensure availability. Jo indicated that although a number of questions have been raised in the Chair's Report, she wanted to assure the Practice Doctors and staff that the PPG are very grateful for all the hard work and effort during very difficult times. Jo went on to say patients had expressed their appreciation that they had received calls, during lockdown, to ensure their wellbeing.

Action

Lesley to advise Jo if PPG members are required for marshalling duties.

Meeting Dates:

Monday 7th September 2020 at 1pm held at Ashfurlong M.C.

Monday 19th October 2020 at 1pm held at Ashfurlong M.C.

Monday 30th November 2020 at 1pm held at Ashfurlong M.C.

Monday 21st December 2020 at 11am – Xmas coffee get together held at Ashfurlong M.C.