

Handforth PPG

Minutes of meeting 30th September 2021

Present: Jenny Pepper (Co-Chair)
 Mark Pepper (Virtual) (Co-Chair)
 Fiona Edridge (Virtual) (Practice Manager)
 Claire Bury (Assistant Manager)
 Dr James Milligan (GP Partner)
 Joanne Morton (Virtual) (Cheshire CCG)
 John Allen (Patient)
 Theresa Corrick (Patient)
 Derek Pay (Patient)
 Pat Riley (Patient)
 Ken Scott (Patient)

Apologies: Lynne West (Patient)
 Paula Young (Patient)

Action Points from Previous Meeting(s)

The action points from the previous meeting(s) were discussed and the updated version is attached to these minutes.

No	Action Point	Action By
1	Apologies Received	
	Apologies were received from Lynne West (Patient) and Paula Young (Patient)	
2	Minutes of previous meeting	
	The minutes from the previous meeting (18 th May 2021) were reviewed and all actions completed	
3	Correspondence Received	
	The latest N.A.P.P. bulletins have been received and the statistics from the latest GP Survey were reviewed.	
	Survey Stats: National return rate: 35% Our practice return rate = 45%	
	It was noted that the Practice is performing above both National and Local levels in many of the categories covered by the survey	

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	It was also noted that this is the first time that the practice has been above Chelford in the results.	
4	Patient Perspective	
	Covid Update	
	<p>The public will be notified by the NHS 6 months after their 2nd vaccine, to book in for a 3rd vaccine. This is to be booked online, at an approved vaccine centre.</p> <p>Note: there is no AZ third vaccine. This will either be a Pfizer or Moderna vaccine that is given.</p>	
	Klinik Update	
	There is nothing significant from a Klinik point of view to report	
	Ken Scott (patient) mentioned that there were too many options on the screen and too many choices within the system, when making a Klinik request	
	The practice explained that Klinik has actually allowed longer appointments to be made where necessary, due to the calls being triaged first. This allows the quicker cases to be dealt with quicker (i.e. requests for medication backed up by letters, need to book other appointment types, requests for sick-notes etc), that would have normally had to be dealt with by a face-2-face appointment, thus taking up the resource available due to these routine requests. Where deemed necessary, these requests may be dealt with via a face-2-face appointment.	
	Face-2-Face appointments	
	There has been a lot of press recently regarding the lack of face-2-face appointments being made or offered by GP practices nationally.	
	In September 2021, 33% of requests made were for a face-2-face appointment and these were met by the practice.	

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	Inbound Telephone Message	
	<p>The patient perspective on the inbound telephone message is that it is now too long. It mentions, then re-iterates, Klink appointments and also Covid regulations. In the early days of the pandemic and also immediate post-launch of Klinik, this was understandable.</p> <p>The practice have agreed to look at the message to streamline it and possibly shorten it.</p>	FE

5	Statistics	
	General age related, non patient identifiable, statistics were provided prior to the meeting and were reviewed during the meeting. In summary, there is not much difference in the age spread between the two years analysed.	
	A copy of the age related, non patient identifiable statistics is attached to the minutes	

6	Practice / CCG Update	
	PCN Update	
	This update was given by Joanne Morton.	
	Joanne's role is to try and bring the 5 practices together and align their working practices, which will allow the bringing in of additional resources.	
	Creating a CHAW Health & Wellbeing hub, based at Wilmslow Health Centre. This resource is to bring together a wrap around service for patients, i.e. to bring all services together for a patient, rather than send a patient out between differing services.	
	The aim is that this hub will be fully up and running by April 2022, with 20 full-time staff, that will support the 47,000 patients of CHAW.	
	The whole team will be practitioners, not "managers", except the overall team manager. This means that the members of the hub will be hands-on, rather than directional.	

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	There is a current recruiting drive taking place for full members of the team in the hope that it is fully up and staffed by January 2022	
	Whilst the service is based at Wilmslow Health Centre, it does not mean that patients will have to be direct patients of Wilmslow Health Centre to benefit, or to use the service. WHC is just the base of operations for the hub.	
b	Newsletter	
	<p>This is to be relaunched, with some informative statistics and news relating to the practice and PPG.</p> <p>Information to be included are items such as bio's of new G.P.'s, staff etc Updates on retirees etc</p> <p>The practice will remain in overall control of the content of the newsletter, so that the accuracy of any medical information etc can be checked and maintained.</p>	
	If anyone has content for the newsletter, please let us know. Any recurring themes/content etc.	ALL
7	PPG Update	
	Connect Booklet Update	
	<p>We are looking at a potential restart of the Connect booklet, in this post Covid world. This will potentially be widened to include the rest of CHAW, as there is also an initiative within CHAW for something similar.</p> <p>A more combined approach may add extra benefits to the rest of the CHAW practices, as there was a lot to be learned from the previous, successful, edition.</p>	
	What's gone well / reflection	

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	This was mentioned within the meeting, but as time did not allow for a full discussion, the majority of this section has been added as a post-meeting update at the end of this document	
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8	Any Other Business	
	Website	
	<p>Can we please promote the PPG pages to a more prominent place on the practice website? It is currently accessed by having to choose the hamburger menu on the left, then navigate to the PPG pages. The feeling is that this effectively hides the PPG away, rather than it being a prominent part of the practice.</p>	CB

9	Date of Next Meeting	
	Virtual, via Zoom Thursday 27th January 2022. Dr Wallis as GP Partner	

Attachments:

Updated Action Points of Previous Meeting(s)

GLOSSARY OF TERMS:

PCN	Primary Care Network
CHAW	Chelford, Handforth, Alderley Edge and Wilmslow
HHC	Handforth Health Centre
DNA	Did Not Attend. This is where a patient had an appointment, but, for whatever reason, did not attend.
PPG	Patient Participation Group

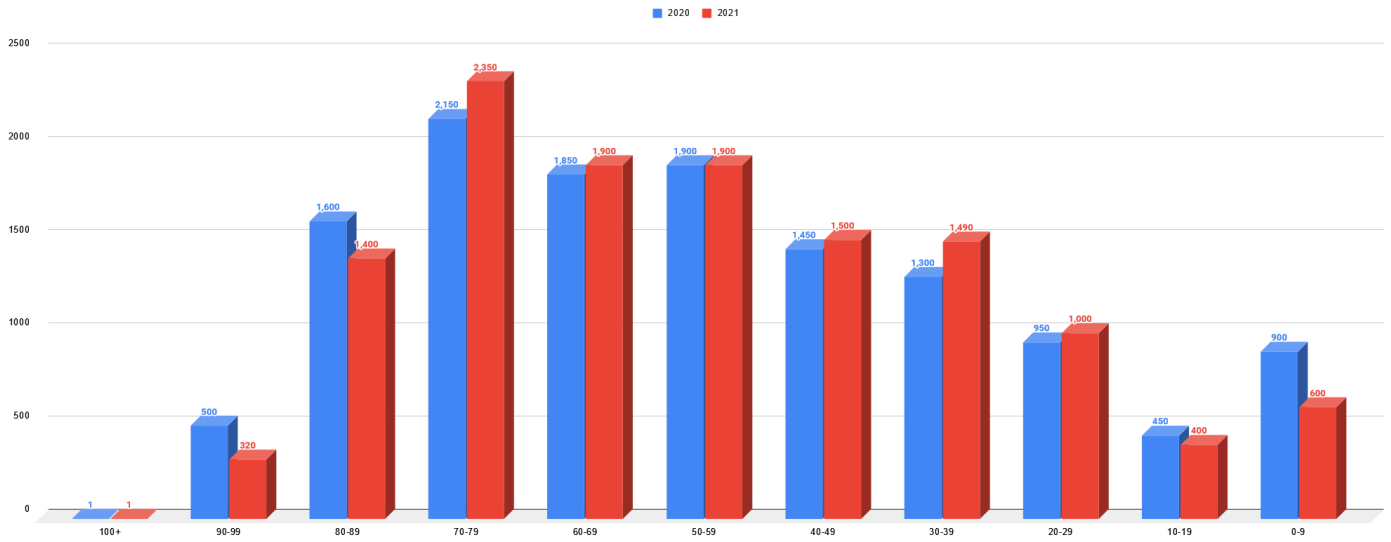
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Age related patient data

Patient age comparison Jan-Mar 2020 Vs 2021



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	What's gone well / reflection - Addendum	
	There are a number of items that have gone especially well and a number that have not gone as well as hoped. This is a list of all, where we can all perhaps learn from the experiences, or use them to reflect.	
	New Website	
	<p>The new website is looking good and a huge improvement.</p> <p>There are some areas that could be improved (as was mentioned earlier in the meeting), but the simplicity of the website and the newer, fresher feel are welcome.</p> <p>The two key uses of booking appointments and getting prescriptions are right at the top so easy to see / use straight away.</p> <p>There is a good mix of useful and practical info both for the surgery and wider issues.</p> <p>The hamburger menu (three lines in top left) can be lost a little and perhaps needs to be highlighted that this contains a lot of useful info.</p> <p>Can we not cross reference a lot of the information contained in these black lines within relevant subject boxes? It just feels a bit lost/hidden within the website especially given the wealth of info.</p>	
	What Worked Well	
	<p>The continued commitment and dedication of all Practice staff.</p> <p>It is difficult to understand as a patient what it has been like for the staff dealing with all the difficult issues covid presented and the fast pace of transition needed. Plus their own personal concerns and family commitments during this time. Not many workers actually put their lives at risk to help others.</p>	

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	<p>Covid vaccination programme - absolutely excellent service. Well organised and smoothly run with what came across as a well co-ordinated process with other GPs Practices, volunteers etc.</p> <p>The planning and arrangements met all the concerns/requirements of patients in terms of information systems, parking, administration, next steps etc. Can't praise this enough and the commitment from all staff and volunteers involved. Big thank you to all.</p>	
	<p>Continuance of emergency treatment service levels - I know the pandemic severely disrupted the service patients would normally receive from the Practice but from talking to others and my own experience urgent medical care was always prioritised and met by the Practice despite the unprecedented situation. Some other Practices did not seem to have such well run Practices which confirmed thoughts that we are actually very fortunate to have such a well managed Practice.</p>	
	<p>Klinik - what worked well:</p> <p>Access to GPs - via telephone and more recently face to face.</p> <p>Increase of online communication systems use and the background work this entitled to achieve within such a pressured time scale.</p>	
	<p>Use of Text information regarding updates - Use of these are really quick and helpful ways of getting important information across to patients and they certainly helped with the covid vaccination programme.</p>	
	<p>On a cautionary note (and I don't think Handforth Practice sent out this text) the text patients received about staff shortages asking patients 'not to ring their Practice unless it was an emergency' was not well received. I know a few people who got this text and will not print their reactions other than to say they were really unhappy and it caused them to question GP services going forward. Clearly any discouragement of the health service use is not helpful and I wondered if PPG patients might be useful as soundboards to gauge possible patient reactions?</p>	
	<p>Flu Inoculation Programme - I think the flu inoculation programme is going well this year? I had both my pharmacist and surgery asking if I would like the flu jab and ended up having it through the Pharmacist as they asked first. This is earlier than I would normally receive this and it seemed a very streamlined process.</p>	
	<p>What did not work well for the Practice</p>	

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	<p>The impacts of Covid on health services - bit obvious but its affects were very far reaching and are still ongoing although I know many are returning now.</p>	
	<p>Transitioning from face to face to online facilities Whilst NHS England has been planning the transition to more online systems and self help resources most patients have been fairly oblivious to this so the transition during covid felt like an 'overnight' shift for many patients at a time when their need and reliance on healthcare was even more paramount. I think Patients understood and accepted what they thought were necessary short term adaptations due to covid but have questions/concerns around adaptations which they feel have effectively been enforced on them. There is a suspicion that covid is being used as an excuse to 'reduce services' with the real reason being costs. Responses on the neighbourhood social media sites highlight the depth of emotions involved and give a quick snapshot of viewpoints on this, especially around the right to maintain face to face appointments.</p>	
	<p>Klinik - what does not work well:</p>	
	<p>As I said my sources for this feedback tend to be 50-70 years of age. Comments I have received regarding Klinik are:</p> <ul style="list-style-type: none"> ● They don't use computers or apps on their phone so will always ring for appointments ● Nervousness at using online facilities ● Concern about confidentiality ● Find it hard to articulate their symptoms especially when they cover more than one condition ● Would prefer to talk to someone in person than via telephone ● Were worried the GP will miss-diagnose without a face to face appointment ● Don't like the fact you have little choice of GP ● Would prefer consistency of GPs who know their medical history <p>Personally I have tried several times to use the tick box triage process for appointments but part way through I just can't find a relevant box to tick for my situation and the system won't allow me to proceed so I end up writing out an explanation of my health problem under the General Enquiries box. This is fine as I have learnt to do this, with excellent results, but wondered how many patients struggle and either give in and don't book an appointment or subsequently need to</p>	

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	call reception for an appointment?	
	People avoiding using the Practice and the longer term implication of this - I know this is a national concern not just for the Practice. Clearly there are various factors at play and it would be really useful to get some stats on this so we can sort out any fact from fiction going forward.	
	Stall of progress with reception plans, building works and additional healthcare providers - Do we have any further news on proposals, or lack of these, regarding the clinic and funding?	
	These notes were compiled from various sources throughout the practice.	